Jonathan Whitaker

ENGINEERING MANAGER | CLOUD INFRASTRUCTURE & PLATFORM

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SUMMARY

Engineering manager with 13 years in software, including 8 as an engineer and 5 leading teams. Managed 18 engineers across 3 teams supporting 400+ services and 10M+ users. Builds reliable platforms and collaborative teams, develops engineers into leaders, and guides organizations through complex technical change.

EXPERIENCE

Northwind Cloud Feb 2021 - Jul 2026

Engineering Manager, Platform Infrastructure

- Led 3 teams of 18 engineers operating the cloud platform behind 400+ services used by 10M+ people.
- Raised uptime from 99.5% to 99.95% and reduced major incidents by 70% through monitoring, on-call playbooks, service health dashboards, and blameless post-mortems.
- Led a 14-month migration from data centers to AWS with no customer-facing downtime; finished 2 months early and reduced annual hosting costs by $3.2M using AWS, Kubernetes, and Terraform.
- Hired 11 engineers and promoted 6, including 2 into management; teams recorded the company's lowest attrition for 2 consecutive years.
- Co-wrote the engineering career framework used to level and promote 200+ engineers.

Brightline Health Jun 2016 - Jan 2021

Senior Software Engineer to Tech Lead

- Built the backend for a patient scheduling system used by 600 clinics.
- Led 6 engineers rebuilding the billing system, reducing processing errors by 85%.
- Created the company's first developer onboarding program, reducing time to first shipped code from 3 weeks to 3 days.

Ridgeline Software Aug 2013 - May 2016

Software Engineer

- Built features for a logistics tracking web application serving 2,000 business customers.
- Automated the release process, increasing release frequency from monthly to weekly.

SKILLS

Leadership: Hiring, coaching, performance management, team design, cross-team planning, people development

Engineering: Distributed systems, cloud infrastructure, SRE, CI/CD, system design, incident management

Technologies: AWS, Kubernetes, Terraform, Go, Python, PostgreSQL, Datadog, PagerDuty

Planning: Quarterly planning, OKRs, Agile and Scrum

OPEN SOURCE AND SPEAKING

- Maintainer of an open-source Terraform tool with 1,800 GitHub stars; Go and Terraform.
- SREcon Americas, 2024: "Calm On-Call: Fewer Pages, Happier Engineers"
- Guest speaker, Portland Tech Leaders Meetup, 2023

EDUCATION AND CERTIFICATIONS

Oregon State University: B.S. in Computer Science, 2013

AWS Certified Solutions Architect - Professional | Certified Kubernetes Administrator (CKA)