

Nick Davis

DIRECTOR OF PLATFORM ENGINEERING, SRE, CLOUDOPS & DEVOPS

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EXECUTIVE PROFILE

Enterprise-scale Platform Engineering, SRE, CloudOps, and DevOps leader driving technology modernization, operational scale, and high-performing engineering cultures. Led the architecture and operation of distributed ecosystems supporting 18,000+ brands across 100+ environments, including 80TB+ Elasticsearch clusters and tens of millions of daily transactions under stringent 99.95% availability targets.

Hands-on executive and player-coach who moves comfortably between multi-million-dollar cloud strategy, organizational leadership, and deep architectural work alongside engineering teams. Known for removing friction from developer organizations, building psychologically safe and accountable teams, and aligning platform investments with product delivery, reliability, and business economics.

Across more than 17 years of formal engineering leadership, maintained a record of zero SLA breaches across the platforms and teams under my responsibility while building an organization with zero regretted turnover.

STRATEGIC VALUE PROPOSITION

Where I Have Been: I have navigated almost every tectonic shift in enterprise computing. From physical datacenter assembly and virtualization layers to global hybrid architecture, infrastructure-as-code, multi-region cloud networks, and developer enablement platforms. I have managed complex infrastructure teams in deeply scrutinized verticals like federal HIPAA healthcare and multi-billion dollar enterprise commerce portfolios.

Where I Am: Today, I operate as an impactful, highly balanced platform executive who brings massive technical credibility to executive leadership tables. I lead global, high-trust organizations across multiple borders, converting operational friction into automated developer velocity while aggressively defending company margins through sophisticated FinOps workload shaping (\$4M annualized savings).

Where I Want to Be & What I Bring: I am seeking an executive-level destination (VP, Senior Director, or Director of Platform Engineering, Infrastructure, SRE, or DevOps) where engineering velocity, system availability, and structural reliability are core competitive advantages. I bring a deeply protective "player-coach" leadership style that yields zero regretted turnover, an unblemished operational record of zero lifetime SLA breaches, and the rare ability to align deep, complex distributed systems architecture with overarching business unit economics.

CORE EXECUTIVE COMPETENCIES

ENGINEERING & PLATFORM STRATEGY

Internal Developer Platforms (IDP), Cloud-Native Platforms, 99.95% SLA/SLO Management, Distributed Systems.

LEADERSHIP & GOVERNANCE

M&A Technical Due Diligence, Engineering Leadership Teams, Operational Governance, High-Trust Teams.

SECURITY & COMPLIANCE

HIPAA Healthcare Governance, GxP Audit Readiness, SOC2/ISO Compliance Frameworks, Secure SDLC.

RELIABILITY & SRE

Resilience Engineering, Chaos/Fault Isolation, SLO/SLI Architecture, Infrastructure as Code (IaC), GitOps.

FINOPS & CLOUDOPS

\$4M+ Cost Optimization, Reserved Instance Management, Workload Shaping, Capacity Planning.

OBSERVABILITY & ANALYTICS

Prometheus & Grafana Ecosystems, Distributed Telemetry, Enterprise Search, AI-Assisted Telemetry.

PROFESSIONAL EXPERIENCE

Director of Platform Engineering and DevOps

January 2015 - June 2026

Syndigo (formerly Edgenet) | Nashville, TN (Global Enterprise SaaS Portfolio Co. - Valued at over \$2B)

Recruited to spearhead global platform engineering, site reliability, automation, cloud footprint reduction, and operational governance for one of the world's largest retail product-content engines. Formulate comprehensive platform architecture strategies supporting mission-critical systems across a multi-cloud topography (AWS & Azure) serving 18,000+ top brands and 90% of all major U.S. retailers.

- **Executive & Dotted-Line Governance:** Maintain a direct operational line to CTO leadership and key business stakeholders, frequently collaborating to align platform scaling roadmaps, technology risk postures, and long-term modernization expenditures directly with executive leadership expectations.
- **Cross-Functional Partnership:** Forge deep operational bridges with corporate finance and product management teams; engineered data-driven models that directly tie platform architectural choices and infrastructure modernization projects to product velocity indicators, margin targets, and corporate unit economics.
- **Globally Distributed Team Leadership:** Architected and scale a high-velocity, multi-national engineering organization spanning localized personnel in the United States alongside critical offshore teams in Poland, India, and Ukraine. Fostered a culture of radical inclusivity and psychological safety that secured zero regretted turnover across leadership tenure.
- **High-Trust Offshore Mentorship:** Overcame traditional offshore fragmentation barriers by embedding deeply with engineering cohorts in India; established hands-on technical pair-programming, architectural design reviews, and structural coaching frameworks that successfully elevated entry-level junior engineers into highly respected, self-sufficient Senior Platform and SRE contributors.
- **Platform Transformation at Scale:** Orchestrated the engineering transformation of legacy architectures into high-availability cloud ecosystems; personally masterminded the configuration of multi-region Kubernetes nodes and 80TB+ Elasticsearch clusters, maintaining a strict 100% SLA record across all production workloads.
- **M&A Platform Consolidation:** Spearheaded M&A technical due diligence and execution strategies for over 10 post-acquisition environments; integrated highly fragmented codebases and variant toolsets into a single unified code and infrastructure framework, yielding massive infrastructure efficiencies and operational cost avoidance.
- **FinOps & Workload Shaping:** Instituted a rigorous FinOps culture in alignment with the Cloud Spending Leadership Committee; captured over \$4M in annualized cloud savings via structural workload shaping, intelligent auto-scaling mechanics, index pruning, and aggressive compute commitments without causing a single operational constraint or performance degradation.
- **AI Production Engineering & Observability:** Operationalized cutting-edge distributed AI platforms and custom LLM-assisted observability tooling; built models capable of parsing massive Elasticsearch slow logs to automatically correlate telemetry signatures, establish query fingerprinting, and slash mean time to resolution (MTTR).
- **Pioneering Cloud Migration:** Spearheaded the foundational architectural roadmap that successfully migrated mission-critical on-prem datacenter production instances into Microsoft Azure, driving modern high-availability paradigms across all testing and staging environments (Dev, QA, UAT, Prod).
- **Modernization Infancy:** Served as the principal technical instigator for the organization's initial "Legacy to Modern" transformation program; laid the structural bedrock for containerized workloads, infrastructure administration, and decentralized provisioning models.
- **Identity & Directory Redesign:** Managed the core security modernization effort that transitioned legacy Active Directory footprints into Azure Active Directory (now Entra ID), ensuring highly secure, audited, and resilient federated identity management across hybrid networks.

Senior Manager of Platform Engineering and Infrastructure

June 2009 – January 2015

Qualifacts Systems | Nashville, TN

Commanded full engineering accountability for infrastructure, system reliability, and database administration groups supporting an enterprise, highly regulated HIPAA SaaS platform serving over 20,000 daily active behavioral healthcare clinicians and professionals.

- **Dual-Team Engineering Leadership:** Built, mentored, and formally directed two separate enterprise teams simultaneously: a high-capacity Platform Engineering Team and an enterprise Database Administration (DBA) Team. Established an engineering culture focused on absolute operational discipline, structural testing, and cross-functional transparency.
- **Regulated Service Delivery:** Maintained continuous 24/7 service availability in highly volatile, data-sensitive healthcare networks; instituted strict operational safeguards that fully aligned SaaS compute and data instances with federal HIPAA compliance mandates.
- **Incident Management & RCA Maturity:** Engineered and institutionalized the company's first formalized corporate Incident Response framework; designed multi-tiered escalation tracks and strict Root Cause Analysis (RCA) loops that drove engineering changes directly back into the development lifecycle, dropping recurrence rates to near zero.
- **Core Technical Modernization:** Championed large-scale physical infrastructure modernization, orchestrating deep migrations across high-performance storage arrays, corporate networking topographies, enterprise virtualization tiers (VMware), and rigid Disaster Recovery (DR) execution models.

Independent Technology Consultant & Fractional Leadership

2001 – 2012

Boutique Consultancy Operations | New York City • San Francisco • Nashville

- Served as an independent structural advisor and strategic head for high-growth tech startups and emerging technology firms across major metropolitan hubs.
- Formulated foundational IT infrastructure strategies, built early datacenter floor plans, drafted recovery models, and provided high-leverage guidance balancing operational capability against cash runway.

Systems Engineering Foundations & Technology Media

1997 – 2004

TechTV • IDG (International Data Group) • VeriaTV | San Francisco • New York City

- Executed deep-level systems engineering, network testing, and media-focused platform operations during the explosive growth periods of early internet tech ecosystems.
- Leveraged rigorous analytical thinking as a technical author and editor, clarifying emerging protocols, enterprise operating systems, and networking hardware behaviors for premier industry global publications.

EDUCATION

Bachelor of Business Administration (B.B.A.) in Project Management & Information Systems (In Progress)

University of Maine at Presque Isle (UMPI)