

# PATRICK HARBISON

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Site Reliability Engineer

Platform Engineer

System Engineer

Network Engineer

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## PROFESSIONAL SUMMARY

Site Reliability and Platform Engineering professional with over 12 years of experience building and operating scalable infrastructure, Kubernetes platforms, CI/CD systems, and automation frameworks across enterprise environments. Expertise in infrastructure-as-code, platform reliability, observability, developer enablement, and cloud-native operations using Kubernetes, Ansible, Puppet, Go, Python, GitLab CI, and ArgoCD. Proven track record driving platform modernization at enterprise scale, owning technical direction for Kubernetes, CI/CD, and automation platforms serving infrastructure and developer teams, reducing deployment friction and establishing reliability standards adopted organization wide.

## PROFESSIONAL EXPERIENCE

### Senior Platform Engineer — O'Reilly Auto Parts

09/2022 – Present

- Defined enterprise-wide automation and platform standards using Ansible, Puppet, Go, and Python reducing onboarding time for new servers by over 80% and establishing a unified engineering baseline adopted by all operations and development teams that includes over 1000 people.
- Led cross-functional efforts establishing Docker, Podman, and Kubernetes operational standards and governance across all infrastructure engineering teams, supporting a rapidly growing number services supporting dozens to over 100 deployments per day.
- Evaluated and drove adoption of end-to-end Kubernetes stack over alternative tooling, defining the deployment model and rollout strategy for future internal Kubernetes clusters, improving deployment consistency by over 90% and improving platform stability over the existing Kubernetes stack.
- Mentored 100+ engineers on platform tooling and GitOps practices, developing internal documentation, training materials, and leading classes reducing onboarding time for platform consumers and increasing engineer confidence in when using the platforms.

### **Site Reliability Engineer — Citadel Completions, LLC**

09/2021 – 09/2022

- Established policies and deployed internal GitLab services, CI pipeline testing, GitOps deployment, and Kubernetes environments supporting rapid multi-environment application delivery for in-house applications.
- Introduced metrics collection, monitoring and alerting systems using Zabbix for infrastructure observability and operational continuous improvement based on solid evidence.
- Automated Windows Server, Linux Server, and Cisco network management with AWX and Ansible improving network reliability and identifying potential points of failure for future improvement planning.

### **Linux System Administrator — Lake Charles Memorial Hospital**

05/2018 – 09/2021

- Supported and maintained 500+ Windows, Linux, and Unix servers across multiple campuses maintaining hundreds of internal and customer facing applications.
- Reduced Cisco switch deployment times by over 90% through Ansible and AWX automation including training administrators on platform development and use.
- Developed automated software deployment reducing software deployment times by more than 75% for critical hospital platforms.
- Identified, documented, and coordinated remediation for undisclosed flaw in critical clinic software used by employees and customers preventing public data leak of thousands of patient's and employee's private data.

### **Lead Technician / Linux System Administrator — Bayou Technologies**

05/2010 – 05/2018

- Deployed and managed Linux hosting infrastructure for 70+ Wordpress websites, ensuring uptime and security are maintained.
- Introduced and deployed VMware virtualization and Cisco networking for internal company services.
- Led technical teams performing infrastructure support, systems administration, and managed services operations for over 100 local businesses and individuals.
- Developed SOPs and operational processes supporting transition to a managed services provider model from a break/fix IT services company.