

Chase Cargill

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SUMMARY

Site Reliability Engineer and Incident Commander focused on high-severity (SEV-1/SEV-2) outage remediation for global platforms serving millions of users. Combine front-line incident command with full-stack engineering, building automation that lowers MTTR and streamlines 24/7 operations. Strong in observability (Prometheus, Grafana, PromQL), SLI/SLO management, distributed systems, and executive-level crisis communication.

TECHNICAL SKILLS

Incident Management: Incident Command, Major Incident (SEV-1/SEV-2), SLI/SLO & Error Budgets, Post-Incident Reviews, Change Management, On-Call, PagerDuty, ServiceNow

Observability: Grafana, Prometheus, PromQL, Golden Signals (latency, traffic, errors, saturation)

Cloud & Infrastructure: AWS, GCP, Azure, Cloud Run, Kubernetes, Docker, Serverless, Linux, CI/CD

Languages & Data: Go, Python, Node.js, React, Bash, SQL, PostgreSQL, CockroachDB

Automation & Tooling: MCP / Claude Code plugin development, Git

PROFESSIONAL EXPERIENCE

Site Reliability Engineer — Incident Command

Jun 2023 – Present

eBay — Austin, TX

- Lead Incident Commander in the Site Engineering Center, directing triage and restoration for SEV-1/SEV-2 outages affecting millions of global users.
- Run real-time response bridges across engineering teams and deliver clear status updates to executive stakeholders during high-impact events.
- Built a full-stack React/Go application on CockroachDB that automated the 24/7 shift-handover process, consolidating multiple data sources into real-time dashboards.
- Developed a React timeline UI and interactive SQL builder against ServiceNow change requests, accelerating identification of change-induced incidents.
- Sole developer of a company-wide MCP server / Claude Code plugin that surfaces causal ServiceNow change (CHG) records from a business or technical impact description.
- Build PromQL/Grafana dashboards for the golden signals and partner with service owners to meet SLO targets.

Systems Engineer

Oct 2021 – Jun 2023

eBay — Austin, TX

- Front-line responder in the Site Engineering Center, troubleshooting and resolving sitewide outages affecting millions of customers.
- Built and deployed internal incident-response tools (React front end, Go backend) that improved response efficiency.
- Coordinated with DBAs, SREs, and Technical Duty Officers to analyze the four golden signals and reduce mean time to resolution.

Software Engineer

Sep 2020 – Oct 2021

General Motors — Austin, TX

- Built full-stack solutions (React, Android/Java) for call-center operations and designed a GUI surfacing real-time call-center statistics.
- Implemented telephony routing on the Genesys framework with continuous integration via Azure DevOps.

Network Engineer

Dec 2019 – Sep 2020

Discovery IT — Nederland, TX

- Configured Cisco/HPE L2/L3 switches and FortiGate firewalls; administered Active Directory with Office 365 and Azure AD Connect.

EDUCATION

B.S. in Computer Science

Dec 2019

Lamar University — Beaumont, TX

PROJECTS

Enshape — Cross-Platform Nutrition Tracking App

enshapeapp.com

- Published to Google Play and the App Store. React Native front end; Node.js backend with Gemini (Vertex AI) for personalized food suggestions; serverless AWS (SMS), GCP Cloud Run, and Cloud SQL (Postgres).