

## Ryan Ermert

Production Engineering Manager | Site Reliability Engineering | Automation & Orchestration  
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### Overview

Results-oriented team player with several years of multidisciplinary, technical engineering, management, and teaching experience. Proven ability to lead high-performing teams across SRE, DevOps, Security, and Networking disciplines while driving a culture of automation and continuous improvement. Adept at translating complex technical problems into scalable solutions and communicating clearly across engineering, leadership, and customer stakeholders. Passionate about mentoring, innovation, and building reliable systems that make a meaningful impact.

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### Professional Experience

#### Site Reliability Engineering Lead: Arista Networks, 2025 – Present

- Leading site reliability operations for NAM and EMEA based engineers whilst coordinating closely with APAC engineers
- Driving several internal tool migration efforts across bug tracking, ticketing, monitoring, alert correlation and on-call
- Migrating hundreds of servers between public clouds via orchestration pipelines with customer communications
- Responsible for coordinating and executing of software release cycle rollouts across thousands of servers for thousands of partners and customers
- Writing operations code to streamline configuration changes, upgrades and other maintenance-related activities

#### Production Engineering Manager: Broadcom, 2023 – 2025

- Led a globally distributed team of eleven full-time SRE, DevOps, Systems, Security, and Network Engineers across NAM and EMEA, along with five SRE contractors
- Spearheaded transformation to shift manual operational culture to automate hundreds of on-demand and self-healing tasks with Python, Bash, Ansible and Jenkins
- Designed Jira-based sprint kanban system to streamline workflows across diverse teams and locations
- Drove monitoring stack migrations of hundreds of GB per day of data across hybrid infrastructure, including log aggregation and alert correlation whilst maintaining PCI, SOC2 and ISO 27000 compliance
- Automated resilience and disaster recovery operations to improve high availability by reducing failover time by 90%
- Implemented and enforced SLA monitoring, alerting and escalation system resulting in lower priority incident MTTA (Acknowledge) improvement of 85%+ and MTTR (Resolve) improvement of 78%+

- Oversaw and migrated non-production and production environments for cloud-native and monolithic applications from AWS to GCP, including several hundred servers
- Personally executed hundreds of service upgrades, incident responses, and feature rollouts, while overseeing many more across the team
- Introduced and drove adoption of Gemini Code Assist to accelerate DevOps workflows and coding efficiency

#### **Senior Incident Manager: VMware, 2022 – 2023**

- Developed service and security incident response programs within business unit
- Built RCA request, tracking and generation workflow for use across stakeholder teams, resulting in hundreds of formal RCAs and many more informal
- Defined and implemented tracking, monitoring and visualization of SLOs and SLAs across MTTD (Detect), MTTA (Acknowledge), MTSM (Mitigate), MTTR (Resolve) and general service availability
- Delivered dozens of presentations to both external customers and internal leadership teams on RCAs, ITSM processes and incident management program progress
- Managed 24/7 on-call rotations for forty engineers across five teams and acted as both engineer and incident lead
- Reduced alert count by 68%+ by modernizing, cleaning and consolidating hundreds of monitoring, alerting and response definitions, practices and processes
- Built, integrated and automated workflows for three ticketing systems across external requests, internal projects, and production changes for compliance purposes

#### **Enterprise Network Manager & Architect: City of San Diego, 2019 – 2022**

- Assumed role with no budget, no FTEs and only ten contractors
- Optimized telecom, equipment, and contractor services, accelerating procurement processes by 96% and reducing costs by ~50%
- Grew and managed FTE team of five Network and Security Engineers and Program Managers and contractor team of over forty engineers, Project and Program Managers
- Oversaw multi-million dollar citywide IT budget and performed security architecture and design reviews of hundreds of new IT systems
- Led modernization effort, updating network equipment, fiber map, and WAN design across several hundred sites
- Redesigned citywide network outbound traffic to build and leverage two active-active centralized internet gateways with firewalls, network TAPs, and IDSs
- Implemented SD Access 4 All program for City residents by partnering with local service providers and community organizations
- Founded and oversaw citywide IT internship program and supervised four IT interns, such that three of those interns are currently FTEs with the City

#### **Senior Cyber Security Engineer: City of San Diego, 2018-2019**

- Built and led incident response program including workflow, policy, and automation and performed incident commander duties in hundreds of security incidents

- Supported citywide PCI and HIPAA compliance certification efforts
- Designed and rolled out SOAR platform to automate the incident lifecycle, in alignment with SANS and NIST, including both technical detection/response and non-technical communication workflows
- Configured network Firewall, IDS/IPS, SIEM, EDR, DLP and CASB systems in coordination with all non-technical departments citywide
- Led efforts to improve internal and external DNS systems security and reliability by building out and distributing equipment across sites and performing live cutover

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**Programmer Designer: Kalloc Studios, 2017-2018**

- Managed AWS cloud tenant including IaaS and networking
- Led web application project for Construction Quality Management System
- Collaborated on enterprise server development for commercial use
- Improved database and application security and performance
- Developed AEC features for iOS, Android, and PC software

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**Teaching Experience****Adjunct Professor: Point Loma Nazarene University, 2018 – Present**

- Leading courses on business logic and object-oriented development with Python and C#
- Teaching backend web development with PHP and MySQL via the XAMPP stack
- Instructing classes in front-end development with HTML, CSS, and JavaScript

**Instructor: University of California San Diego Extension, 2018-2021**

- Developed curriculum for three-course front-end development program
- Taught introductory and intermediate web development courses
- Led JavaScript course with advanced concepts and libraries

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**Technical Skills**

- Core Competencies: SRE, Incident Management, DevOps, Cloud, Security, Software Engineering, Platform, Orchestration
- Project Management: Jira, Confluence, ServiceNow, Bugzilla, Agile, Waterfall
- Platforms: AWS, GCP, Azure, IBM Cloud, VMware Cloud, vSphere
- Languages: Python, Bash, C++, C#, PHP, JavaScript, CSS, HTML, Java
- Frameworks: Ansible, Flutter/Dart, React Native, Electron, Tkinter
- CI/CD: Jenkins, Runway, env0

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**Education**

- B.S. in Computer Science & Engineering from University of California, San Diego – Jacobs School of Engineering with a focus in Software Engineering
- GIAC Certified Incident Handler (GCIH)
- GIAC Web Application Penetration Tester (GWAPT)
- Sumo Logic Certified: Pro User, Power User, Power Admin, Security User