

ABOUT

Backend software developer specializing in distributed systems, cloud-native infrastructure, and DevOps automation. Expert in building scalable monitoring solutions, Kubernetes operators, and multi-cloud deployments. Proven track record of improving system reliability, reducing incident response times, and facilitating large-scale infrastructure migrations at IBM.

WORK EXPERIENCE

IBM **Raleigh, NC**
October 2024 – Present
Backend Software Developer

Developed a modular Golang operator framework for IBM's on-premise AI offering, Watson Code Assistant for Z.

Facilitated multiple internal teams' adoption of the improved Golang OLM (Operator Lifecycle Manager) as a transition away from the less maintainable Ansible playbooks.

Created and rolled out load test tooling for the scalable backend to automate user acceptance testing per release.

Utilized the automated scaling test framework to generate performance matrices for various on-premise hardware configurations, enabling several potential clients to onboard with their existing hardware.

Served as a liason between the WCA4Z development team and the IBM Software Hub framework developers to facilitate timely implementation of feature requirements and bugfixes on a rolling release cycle.

Debugging and problem identification for dynamic workloads and deployments across multiple RedHat OCP+ clusters.

Developed a Golang-based realtime log parser and rewrite engine to collect and forward audit logs in on-premise and hybrid cloud environments.

Consulted with potential hybrid cloud customers as part of a hybrid cloud offering proof of concept phase, providing compatibility information and diagnostic input for the trial installation.

IBM **Raleigh, NC**
November 2021 – October 2024
Site Reliability Engineer

Designed and implemented a TypeScript-based distributed monitoring and alerting system for critical production resources, directly responsible for triggering call-out procedures for customer impacting incidents.

Authored a comprehensive Slack bot tied into the monitoring backend, capable of extracting relevant log snippets from affected services and forwarding them to the on-call staff in real time.

Assisted other development teams in our broader organization adopt the improved alerting systems, resulting in a drastic decrease in false positive detections and better guarantees that critical incidents would be caught in a timely fashion.

Responsible for handling customer cases and managing critical production operations in an on-call capacity.

Managed production deployment scheduling and automation across multiple service regions, working with multiple teams of SREs across timezones to roll out large infrastructure changes with zero downtime to customer instances.

In-depth debugging and troubleshooting for a complex multi-cloud environment across multiple geographic regions.

Undead Electronics **Raleigh, NC**
January 2017 – May 2021
Manager

Handled customer intake and initial consultations, ensured timely progress updates were communicated and requirements met as repairs proceeded.

Maintained, designed and administered on-site infrastructure ranging from camera security and monitoring systems to data backup and archival servers for small business clients.

Handled sensitive client data recovery tasks both on-premises as well as remote, performing drive imaging and recovery from degraded storage arrays and legacy CNC control systems.

Served in an on-call capacity for critical infrastructure maintenance for a number of clients' facilities, assisted in time-critical repairs to production line control systems.

Lenovo **Morrisville, NC**
May 2018 – November 2018
Operations Intern

Developed Python-based financial planning application replacing manual Excel/VBA workflow, reducing quarterly planning time by 60%.

Automated budget tracking and projection workflows for R&D teams, enabling real-time visibility into budget allocations.

CONTACT

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PROJECTS

Open-Source Contribution:

Contributed bugfix and feature-add PRs to the Foundry Virtual Tabletop Lancer module in Svelte, facilitating an ongoing campaign and aiding the community. [?](#)

Developed modules for the Dwarf Fortress DFHack modding project, updating in-game automation helpers and rewriting legacy C++ code for compatibility. [?](#)

Developed an automated bot in NodeJS for scraping GenCon hotel block bookings, providing a notification service when rooms became available within a preset distance of the venue.

Homelab DevOps:

Maintained a local Kubernetes cluster of 10+ nodes for hosting personal projects and web applications, including high-availability proxying.

Configured and maintained a redundant mesh network across multiple physical locations to allow for seamless failover and backup redundancy.

EDUCATION

North Carolina State University
2021

 Bachelor of Science

SKILLS

Backend Development

Golang **Python** **TypeScript/Node.js** **Java** **RESTful APIs**
Microservices **gRPC**

Cloud & Infrastructure

Kubernetes **Docker** **RedHat OpenShift (OCP+)** **Terraform**
Ansible **Helm**

Observability & SRE

Prometheus **Grafana** **Distributed Tracing**
SLI/SLO Management **Incident Response**

DevOps & CI/CD

Tekton **GitLab CI/CD** **Operator Framework**
OLM (Operator Lifecycle Manager)

Data & Messaging

MySQL **PostgreSQL** **Redis** **Kafka** **XORM**

Development Tools

Git **Linux/Unix** **Bash Scripting** **NGINX** **Load Testing**
Performance Profiling