Lauren Whitaker

lauren.whitaker@email.com · (919) 555-0128 · Raleigh, NC · linkedin.com/in/laurenwhitaker · github.com/lwhitaker-ops

September 15, 2026

Bandwidth
Raleigh, NC

Re: DevOps Engineer, Platform

Dear Hiring Manager,

When a voice or messaging platform goes down, your customers' customers notice within seconds, and emergency calls can be part of that traffic. That is why the Platform team's focus on safe, frequent releases stood out to me in your posting, and it is the work I have been doing for the past five years in Raleigh.

At Brightline Payroll I moved 38 services from hand-built EC2 hosts onto Amazon EKS, deployed through Helm and Argo CD. Production deploys went from twice a week to 15 to 20 a day, and because every change now goes through Git, rolling one back takes minutes. I also rebuilt our GitHub Actions pipelines so the median run dropped from 24 minutes to 9, which developers noticed before any dashboard did.

I run our on-call rotation of five engineers. After a rough quarter I replaced noisy host alerts with SLO-based Datadog monitors and wrote runbooks for our recurring incidents, and mean time to restore fell from 70 minutes to 22. Ahead of our first SOC 2 Type II audit I added image scanning and Vault-issued database credentials, and the audit closed with no infrastructure findings. I hold the CKA and the Terraform Associate certification.

I started my career patching servers for the Wake County schools, so I respect the parts of infrastructure that are not glamorous. I would welcome a technical conversation about how your team handles deploys across data centers and cloud.

Sincerely,

Lauren Whitaker