

# Alex Graham

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Engineer & Founder | Infrastructure & Platform Systems

## Summary

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*Engineer and founder who's built platforms from zero to 8M+ users. Currently building Dib.io. Looking for roles where I can combine hands-on engineering with the ownership mindset that comes from starting something from scratch.*

## Career Profile

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Engineering leader with deep experience designing, scaling, and securing large-scale, mission-critical infrastructure across cloud platforms. Known for building high-performance teams, modernizing compute and storage systems, optimizing global observability frameworks, and enabling rapid, safe software delivery. Credited with helping build and maintain systems that enabled Slack to scale from 100,000 daily active users to more than 8 million. Bring a track record of advancing platform reliability, streamlining cloud architecture, and partnering with product and engineering organizations to accelerate developer velocity. Combine hands-on expertise in AWS, GCP, Terraform, Kubernetes, distributed systems, and security engineering with a strong leadership background spanning startups and hyper-growth enterprise environments.

## Core Competencies

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|--|--------------------------------------|------------------------|
| • Reliability/Observability/Monitoring Systems | • DevOps, CI/CD & Release Automation | • Security Engineering |
| • Kubernetes, ECS/Container Orchestration      | • Terraform/Infrastructure as Code   | • Technical Strategy   |
| • Incident Response/Root-Cause Analysis        | • Large-Scale Distributed Systems    | • Cloud Architecture   |
| • Infrastructure/Platform Engineering          | • Performance Optimization           | • DevOps, CI/CD        |

## Professional Experience

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DIB.IO, JANUARY 2025 TO PRESENT

### FOUNDER AND CEO

- Spearhead the end-to-end development of a data-driven platform which includes overseeing product vision, technical architecture, feature planning, and iteration.
- Drive fundraising efforts for a Seed round by developing investor materials, refining the pitch narrative, and meeting with angel investors and venture capital firms.
- Responsible for managing business operations such as finances, budgeting, and strategic planning, and conduct market research to identify customer pain points and guide product-market fit.
- Head customer acquisition by pitching the platform to prospective clients and onboarding early adopters, as well as gathering and incorporating user feedback to continuously refine the product.
- Define the initial cloud infrastructure strategy, selecting core technologies, deployment patterns, and observability tooling to support early product reliability and scalability.
- Establish development workflows, branching strategies, and CI/CD pipelines that streamline rapid iteration while enforcing quality and security standards.

APPOMNI, TRUCKEE, CA, REMOTE, SEPTEMBER 2021 TO FEBRUARY 2022

### OPERATIONS ENGINEER

- Architected Terraform-based solutions to replicate and extend the existing Google Cloud Platform infrastructure across multiple global regions, ensuring high availability and improved disaster-recovery capabilities.
- Implemented comprehensive monitoring frameworks for both development and production environments, enabling proactive incident detection and more reliable operational oversight.

- Engineered detailed, data-rich dashboards that consolidated critical application metrics, empowering teams to track performance trends and identify system anomalies in real time.
- Enhanced infrastructure reliability by contributing to the refinement of deployment pipelines, ensuring consistent rollouts across multi-region GCP environments.
- Collaborated with engineering and security teams to validate infrastructure configurations, align cloud architecture with best practices, and strengthen platform hardening.
- Expanded observability coverage by instrumenting new service-level metrics and improving alert thresholds, reducing noise and increasing actionable signal quality.
- Supported incident response workflows by providing deeper visibility into system behavior and refining monitoring triggers tied to key reliability indicators.

SLACK, TRUCKEE, CA, REMOTE, JULY 2017 TO NOVEMBER 2019

#### **STAFF SECURITY ENGINEER**

- Oversaw real-time security monitoring of large-scale production systems operating within AWS, ensuring the reliability, integrity, and resilience of Slack's global infrastructure.
- Developed a fully automated Splunk cluster leveraging AWS Autoscaling Groups, Terraform, and Ansible, eliminating manual intervention during server failures and enabling seamless scaling in response to workload demands.
- Led incident response efforts for critical production security events as part of a 24/7 on-call rotation, coordinating investigations and driving rapid resolution.
- Collaborated with engineering teams to design secure architectures, remediate vulnerabilities, and validate AWS and application configurations for long-term robustness.
- Supported the creation and deployment of systems that ensured end-to-end encryption of data in transit between Slack servers, strengthening platform-wide security posture.
- Authored and maintained extensive Ansible and Terraform codebases responsible for managing the systems underpinning Slack's security infrastructure.
- Administered a large-scale Elasticsearch logging cluster and its supporting tooling, including Elastalert, to centralize and analyze security-critical data.
- Partnered with Slack's Incident Response team to build and automate services essential to reliable and repeatable investigation workflows.
- Leveraged deep production SRE expertise to guide the security organization in understanding system behavior at scale, enabling more informed design and operational decisions.

#### **KEY ACHIEVEMENTS**

- Analyzed storage utilization and implemented highly efficient S3 lifecycle policies, resulting in annual cost savings exceeding \$1.5 million while preserving data accessibility requirements.
- Earned a promotion to Staff Engineer in recognition of technical leadership, cross-team impact, and significant contributions to platform security.

SLACK, SAN FRANCISCO, CA, REMOTE, NOVEMBER 2014 TO JULY 2017

#### **SENIOR OPERATIONS ENGINEER**

- Co-founded the App-Ops team and played a pivotal role in expanding it from an initial group of two engineers to a high-performing organization of more than ten, establishing standards, training practices, and operational culture.
- Partnered directly with the Chief Architect to guide Slack's migration from PHP to HHVM, coordinating safe deployment strategies, testing procedures, and infrastructure adjustments.
- Maintained critical global edge infrastructure including CDN configurations, DDoS mitigation systems, and network monitoring environments supporting millions of users.
- Responded to high-urgency production incidents in a 24/7 on-call rotation, conducting root-cause analysis and implementing long-term corrective actions.
- Collaborated across engineering teams to design robust monitoring and alerting strategies, improving system visibility and operational reliability.
- Utilized deep AWS expertise including, EC2, ELB, CloudFront, IAM, and related services, to architect and support production workloads.

- Authored Chef, Terraform, and Ansible automation code to orchestrate the deployment, configuration, and scaling of numerous internal systems.
- Managed Slack's GitHub Enterprise environment by ensuring secure, reliable version-control tooling for internal engineering teams.

#### KEY ACHIEVEMENTS

- Constructed and maintained large-scale systems that enabled Slack's rapid growth from 100,000 daily active users to more than 8 million, ensuring consistent performance and global reliability.
- Enhanced the performance of Slack's web servers by over 100% on two occasions; first through the deployment of a CDN in front of core APIs, and later by contributing to the production rollout of HHVM to replace PHP.
- Executed a full migration from EC2 Classic to VPC with zero downtime by rebuilding the entire infrastructure in VPC in under a week.
- Achieved promotion to Senior Engineer after only one year due to high-impact contributions and deep operational leadership.

#### PREVIOUS EXPERIENCE:

BOX, LOS ALTOS, CA, FEBRUARY 2014 TO NOVEMBER 2014 | **SYSTEMS ENGINEER II**

BOX, LOS ALTOS, CA, APRIL 2013 TO FEBRUARY 2014 | **OPERATIONS TECHNICIAN**

## Education and Credentials \_\_\_\_\_

BACHELOR OF SCIENCE (B.S.) IN APPLIED NETWORKING & SYSTEMS ADMINISTRATION, 2013; Rochester Institute of Technology, Rochester, NY

## Presentations and Technical Advisory \_\_\_\_\_

INTINDINI, TECHNICAL ADVISOR, REMOTE, JULY 2020 TO FEBRUARY 2022

- [intindini.com](https://intindini.com)

SECURE API ACCELERATION USING AMAZON CLOUDFRONT, AWS LOFT TALKS, SAN FRANCISCO, CA, JULY 2012

- <https://bit.ly/slackcf>