

Jack Stephenson

Austin, TX | (650)799-0737 | jackstephenson96@gmail.com

CAREER

Apple Inc., Austin, TX

Senior Software Engineer

February 2024 - Current

- Built ChatOps Slack app serving 20+ teams / 100+ daily users for incident handling with 85% SRE toil reduction
- Built “AI SRE” by consolidating MCP servers, self-grading docs, dual client architecture for non-int & local usage
- Leveraged Claude / MCP to migrate all probe-based monitoring to GitOps / Grafana in a single day
- Migrated 3500+ Splunk alerts from distributed UI to a single git repo with automated testing, GitOps management
- Collaborated with distributed stakeholders to fully automate access management for Splunk org-wide

Site Reliability Engineer

February 2022 - February 2024

- Designed & documented human-friendly on-call SRE process with a focus on async chat
- Built change detection app with rule engine, modular alerting connectors, automated documentation, k8s
- Built ML pipelines for corporate and customer IAM use cases
- Onboarded SRE team to Slack tool with automated PIR generation, stakeholder notification for major incidents
- Back-to-back org-wide hackathon winner

Technical & Operations Engineer

September 2019 - February 2022

- “Automated myself out of a job” for various deployable components in Ops role
- Automated ticket handling, reporting, for all of Ops and our production support vendors with Spring Boot app
- Standardized Ops documentation leveraging Slack / Quip automations
- Built dashboards to visualize, query, and report on any Splunk knowledge object across multiple clusters

INTERNSHIPS

Splunk, Inc., San Francisco, CA

Summer - Spring 2018

Data Engineer Intern

- Built Splunk apps for SmartSheets, Ansible Tower
- Worked with team and ext. stakeholders to automate provisioning of dev environment
- Expanded knowledge of Agile Development, SPL, SQL, Regex, and version control

Product Manager Intern

May - August 2017

- Built Python scripting tool to diagnose performance issues on key business app deployments
- Built Splunk click path analysis tool to gauge internal Salesforce user engagement
- Created a Splunk app to manage inventory and adoption rates for local animal shelters

CloudPassage, Inc., San Francisco, CA

May – August 2016

Sales Operations Intern

- Performed market research and compiled weekly reports for Sales Operations Team
- Built VBA algorithm to standardize leads in SFDC
- Implemented keyword detection script to generate leads from earnings call transcripts

Teachers Curriculum Institute, Mountain View, CA

May – August 2015

Production Intern

- Researched and wrote learning material, online quizzes for K-12 textbooks

J. Crew, Inc., Palo Alto, CA

August – May 2015

Sales Associate

- Strong sales in suiting department

9 Minute Oil & Lube, Palo Alto, CA

April – August 2014

Automotive Technician

- First job; worked as technician, customer service rep, and pseudo-accountant for local small business

EDUCATION

University of Michigan, Ann Arbor, MI

September 2015 - May 2019

- UMSI Class of 2019 - Bachelor of Science in Information
- Minor in Mandarin

Fudan University, Jiao Tong University Shanghai, China /

February 2018 – June 2018

- Study Abroad: Global Supply Chain & Chinese Marketplace, Intensive Chinese Language and Culture

COMPETENCIES

Software & Web: Python, Java, JavaScript, GenAI, MCP, Asyncio, HCI, UX/UI design

Data Science: SciKit Learn, Numpy, Pandas, Tableau, Seaborn, NLTK, Hadoop, Spark

DevOps & Cloud: Linux, Jenkins, Splunk, Slack, Docker, Kubernetes, Terraform, GitOps, ChatOps

Non-Technical: Mandarin (HSK4), Eagle Scout (leadership), public speaking, sales / marketing