

Christopher L. Collins

Principal Site Reliability Engineer | Software Engineer

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Professional Summary

Seasoned Principal Site Reliability Engineer (SRE) and Software Engineer with extensive experience in containerization, cloud technologies, and infrastructure management. Proven leadership in both educational and corporate settings, with a strong track record of improving operational efficiency and service reliability through DevOps practices and automation.

Skills

- **Programming Languages:** Go, Python, Shell scripting
- **Container Technologies:** Docker, Kubernetes, OpenShift
- **Configuration Management:** Ansible, Terraform, Puppet
- **Linux Administration:** RHEL, Ubuntu
- **Cloud Platforms:** Amazon AWS, Google Cloud
- **Other:** Site Reliability Engineering, Observability, DevOps and Agile practices, High-load web server architecture

Experience

Red Hat, Raleigh, NC & Remote

Principal Site Reliability Engineer/Software Engineer, ROSA Platform, October 2025 - Present

- Advocate for reliability and toil reduction through automation, tooling, and process improvements
- Manage a fleet of OpenShift (Kubernetes) clusters, delivering expert support and operational excellence to Red Hat customers
- Develop and maintain Kubernetes operators to scale and secure OpenShift Dedicated clusters
- Provide mentorship to engineers by sharing expertise in Red Hat's products and platform, leveraging extensive operations experience to guide best practices and foster professional growth
- Lead the ROSA Platform Observability Team in architecting and implementing enterprise-grade observability solutions across distributed cloud infrastructure
- Design and develop AI-powered tooling and autonomous agents to drive operational efficiency, reduce toil, and accelerate incident response

Senior Site Reliability Engineer/Software Engineer, OpenShift Dedicated, July 2019 - October 2025

- Led a functional team of Site Reliability Engineers, collaborating with stakeholders and management to prioritize software development and engineering tasks using Agile methodologies
- Served as Region Lead for NASA-West, overseeing and coordinating operations support, incident management and response, and efficiency/toil reduction tooling development

Duke University Office of Information Technology, Durham, NC

Senior Automation Engineer, Web Hosting Architecture Lead, November 2015 - July 2019

- Led the adoption and implementation of container technology and cloud architecture across the university
- Developed and supported container-based services and infrastructure
- Established and led the Duke University Docker and OpenShift Users Groups
- Taught courses in Linux, Containers, and Web Server Administration

- Served as key technical lead for high-profile web services and infrastructure projects

Senior Linux Administrator, Web Hosting Technical Lead, February 2012 - November 2015

- Managed Docker, RHEL Atomic, AWS deployments, and enterprise web hosting environments
- Key technical lead for high-profile web services and infrastructure projects

Linux Administrator, Web Hosting, June 2008 - February 2012

- Provided Linux systems administration and web hosting services across the University

Intrex, Raleigh, NC Computer Technician, January 2006 - June 2008

Analytic Services (ANSER), Arlington, VA Help Desk Technician, May 2004 - December 2005

Clemson University, Clemson, SC Help Desk Technician, August 2002 - May 2004

Education & Certifications

- **BA in Production Studies in Performing Arts** Clemson University, May 2004
- **Red Hat Certified Engineer (RHCE)** License 140-030-321, Feb 21, 2014
- **Certified Linux/Unix System Administrator** Illinois University, Online, 2008

Selected Publications & Presentations

- **Running Kubernetes on Your Raspberry Pi Homelab**, OpenSource.com, August 6, 2019
- **Designing a Source-to-Image Build for a Go Application**, OpenSource.com, May 22, 2019
- **Getting Started with Buildah**, OpenSource.com, June 6, 2018
- **Automating Honeypot Deployment with Docker and Ansible**, Educause Security Professionals Conference, April 12, 2018 *Co-presented with Alex Merek (Duke University IT Security Office)*
- **Embracing New Technology: How to Damage Trust, Increase Stress, and Create Worry**, DevOpsDays Raleigh, September 8, 2017

A full list of publications and presentations is available online: [linkedin.com/in/chriscollinsis](https://www.linkedin.com/in/chriscollinsis)