

Olaolu Bankole

Lead Site Reliability Engineer

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PROFILE SUMMARY

- **Lead Site Reliability Engineer** with **11 years** across CDN and enterprise insurance platforms, currently leading a **7-engineer reliability team** covering **claims, policy, and customer-facing digital services**.
- Hands-on across primary language (**Go**), scripting (**Python**), metrics stack (**Prometheus**), tracing (**OpenTelemetry**), orchestration (**Kubernetes**), infrastructure as code (**Terraform**), and change control under regulatory audit, with strong fundamentals in distributed systems.
- Deep expertise in **error-budget policy, incident command at enterprise scale, capacity and cost planning, and release engineering under change control**, using **blameless postmortems** and **reliability reviews** to make the same failure impossible twice.
- Owns the reliability relationship with **engineering directors, risk, and audit**, running monthly service reviews and translating error-budget burn into decisions leadership will actually act on.
- Built the function: hired and levelled the team, wrote the on-call handbook and severity model the wider org now runs on, and set the bar for what a production-ready service looks like.

TOOLS & SKILLS

Languages:	Go, Python, Bash, SQL, PromQL
Observability:	Prometheus, Grafana, OpenTelemetry, Splunk, distributed tracing, SLI/SLO instrumentation
Reliability:	error-budget policy, incident command, severity models, blameless postmortems, production readiness reviews
Release & Change:	progressive delivery, canary and blue-green, change advisory under audit, rollback design
Platform:	Kubernetes, Terraform, Argo CD, service mesh, multi-region architecture, disaster recovery
Cloud, Cost & Compliance:	AWS and Azure, capacity and cost planning, SOC 2, PCI DSS, evidence for audit
Leadership:	hiring and levelling, on-call handbook ownership, mentoring, executive service reviews

EDUCATION

Boston University	B.S. in Computer Engineering	Boston, MA · Sep 2011 - May 2015
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WORK EXPERIENCE

Liberty Mutual	Lead Site Reliability Engineer	Boston, MA · Apr 2021 - Present
• Lead a 7-engineer reliability team covering claims, policy, and customer-facing digital services, owning SLOs, the on-call model, and the production-readiness bar for every new service. • Wrote and landed the company's error-budget policy, agreed with engineering directors and risk, which now gates feature releases and has held claims availability at 99.97%. • Rebuilt incident response around a clear severity model and a trained commander pool, cutting median time to mitigate on Sev1 events from 74 minutes to 21. • Consolidated observability onto Prometheus, Grafana and OpenTelemetry across 40 services, replacing three overlapping tools and taking \$1.1M a year out of monitoring spend. • Own the reliability story with risk and audit, producing change-control and availability evidence under SOC 2 and PCI DSS across 3 audit cycles with zero findings.		
Akamai Technologies	Senior Site Reliability Engineer	Cambridge, MA · Jun 2015 - Mar 2021
• Ran production for edge delivery and DNS services at global scale, covering capacity, rollout safety, and a follow-the-sun on-call rotation. • Designed the automated traffic-drain procedure for unhealthy regions, tested through scheduled failure exercises, cutting customer-visible impact during regional events by 68%. • Built the postmortem programme the organisation still uses, taking review completion from ad hoc to 100% within five business days.		