Jesse Almanrode

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U.S. Citizen; eligible to obtain and maintain U.S. Security Clearance.

Sr. Manager, Software Engineering | Site Reliability Engineering | Platform Engineering | DevOps

Engineering manager leading SRE, platform, and DevOps teams at Comcast since 2018, following three years as a contractor and lead Python developer. Led distributed teams of up to 16 engineers, including contractors, in both fully remote and hybrid settings. Based in Denver; comfortable working remotely across time zones. Built internal tooling, including custom AI agents that root-cause software issues and implemented highly available systems and platforms at scale. Hired and coached engineers in both operations and software engineering and have written and shipped production software. Author of open-source SDKs and client libraries.

SKILLS

Leadership & Delivery: Staffing and workforce planning, coaching/performance management, Agile (Scrum, Kanban), JIRA, Confluence

Security & Compliance: Zero-trust RBAC, Linux (RHEL) hardening, NIST-based standards, TLS/PKI, HashiCorp Vault

Languages: Python (10+ years, production tooling and automation), Bash

AI & Automation: Claude, Devin, GitHub Copilot (AI-assisted development), AI agent development

Platform & Infrastructure: AWS, Kubernetes, Helm, Docker, CI/CD, Git/GitHub

Resilience & Reliability: SLOs, incident response, failover/DR testing, load testing, capacity modeling

Observability: Prometheus (Metrics), Grafana, Elasticsearch, Logstash, and Kibana (ELK)

Data Stores: MongoDB, Clickhouse (SQL)

EXPERIENCE

Sr. Manager, Software Dev/Eng | Comcast *04/2022–Present*

Lead the SRE Advanced Troubleshooting team (5 directs, including 3 senior engineers) and set team roadmap using Agile practices. Previously led two teams simultaneously (2–5 engineers each) across CI/CD and platform engineering.

- Raised Stream Quality Index (SQI) from below 70 to over 90. Led the SRE team in root-causing low-SQI playback sessions using custom-built AI agents, collaborating with the player development teams on fixes, and tracking each fix through production rollout. Individual fixes typically showed measurable improvement within a week of release.
- Achieved Service Level Objective (SLO) of 99% or above for IP video products: linear video, Cloud-DVR, and Video on Demand (VOD). Led SRE investigations and failure-mode analysis on distributed streaming systems at scale. Reported monthly and quarterly to executive leadership.
- Defined the upgrade and migration of the CI/CD platform to an internally managed service for 3 development teams (internal customers), with blue-green redundancy, safe rollback, and no single points of failure.
- Led an Argo CD vs. Spinnaker POC; made the risk-based decision to stay on Spinnaker due to added operational overhead.
- Led security hardening of 1000+ Linux systems to NIST-based internal standards, covering TLS configuration, certificate lifecycle management, and zero-trust access controls (Autobahn, Comcast's internal access-control platform). Supported audit and compliance review of access controls.
- Built a capacity and cost forecasting model for IP linear video (Varnish/Apache).
- Led the team that built the 24x7 video recording platform on internal cloud infrastructure for Xfinity security cameras (ingest and playback in Xfinity Home), including load testing. Saved over $6M per year in hosting fees.

- Represented the platform in threat modeling and security design reviews with the security, development, and architecture teams.

Manager, Software Dev/Eng | Comcast - Video IP Engineering Research (VIPER) *05/2018–03/2022*

Joined full-time in 2018 to lead Linear Operations (6 direct and 6 indirect engineers). Added Alternate Content Operations (4 engineers) in 2019, covering all dynamic ad insertion and content blackouts.

- Led cross-team migration of IP linear video packager from Puppet-managed VMs to Kubernetes/Helm, partnering with development teams outside my reporting line.
- Launched the software-based Premium Sports Blackout product (with Python monitoring) and 2 additional syndication partners, bringing the total to 6 partners delivering 30,000+ 24x7 live channels to millions of customers.
- Led testing and deployment of 4K/HDR, HEVC, and content encryption in the video packager.
- Led organizational change from traditional operations model to SRE (2021) and moved teams to remote work in 2020, adopting new methodologies, tools, and workflows while fostering increased remote collaboration.

Across both roles: Run recurring failover and disaster-recovery drills for IP video services, verifying redundancy and recovery paths across multi-site deployments. Own hiring (hired 4+ FTEs, 3+ Contractors), performance management, and compensation recommendations. Perform code reviews and contribute to design discussions with my engineers.

Sr. Dev/Ops Engineer | Apex Systems (Comcast VIPER) *09/2015–05/2018*

Contractor for IP linear operations across Comcast X1 and 3 syndication partners for US and Canadian cable providers, covering transcoding, packaging, and video distribution. Built and maintained shared Python libraries and CLI tooling used for monitoring, troubleshooting, and platform maintenance. Organized the team's work in a custom Scrum/Kanban hybrid.

Principal Infrastructure Engineer | Level 3 Communications (formerly tw telecom) *03/2014–09/2015*

Developed applications for the UNIX/Linux and Storage teams following the tw telecom acquisition.

- Wrote Python automation to re-IP 1000+ Linux VMs during a data-center merge and to auto-mirror NetApp storage between data centers.
- Published three open-source projects, including SDKs/client libraries for Infoblox and NetApp.

Sr. Unix Administrator | tw telecom *01/2014–03/2014*

- Implemented and managed Infoblox DHCP, DNS, and IPAM (DDI) grid and wrote supporting API in Python that allowed users to add, delete, and update DNS entries by email or command line.

UNIX Administrator | tw telecom *01/2012–01/2014*

Led the UNIX team's development work and introduced SVN version control and an agile cycle for scripts.

- Built a self-service LDAP portal with REST APIs and a full-stack Flask, MongoDB, and Bootstrap patching application; implemented ELK for syslog and security auditing; automated Red Hat VM builds on VMware and AWS.
- Led the UNIX team's development work; introduced version control (SVN) and an agile cycle.

Sr. Systems Specialist | Cabela's Inc. *10/2002–12/2011*

Began as an intern for Mac desktop support eventually becoming primary Mac server administrator, certified JAMF administrator, and technical lead for retail product video demo system.

EDUCATION

A.A., IT: Computer Programming | Western Nebraska Community College *2007*

Certifications: Red Hat RHCE/RHCSA (RHEL 6–7), 2013–2024