STEPHON PARKER

Senior Engineering Manager · SRE & Platform Reliability Leader

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CORE LEADERSHIP & SKILLS

Engineering Strategy SRE Leadership Reliability Governance Incident Management Cross-functional Delivery Developer Experience Cloud Cost Optimization

TECHNICAL FOCUS

Cloud & Platform
AWS · GCP · Kubernetes (EKS/GKE) · Docker

Infrastructure as Code
Terraform · Helm

Observability & Perf
Datadog · Grafana · Prometheus · k6

Languages & Tooling
Go · Python · TypeScript · CI/CD · GitHub Actions

CERTIFICATIONS

Certified Scrum Master — Scrum Alliance
High School Diploma — Canisius High School (2009)

COMMUNITY LEADERSHIP

Board of Directors — Field & Fork Network (2021–2025)
Board Chair — Rooted in Love Inc (2020–2023)

SUMMARY

Senior Engineering Manager with 8+ years leading high-impact engineering teams, elevating reliability, and scaling distributed systems across 50+ services. Proven track record building SRE programs, partnering with cross-functional stakeholders, and delivering zero-downtime experiences during the highest-traffic, highest-risk events. Known for combining strategic clarity, psychological safety, and strong operational discipline.

PROFESSIONAL EXPERIENCE

Senior Engineering Manager — The New York Times
May 2022 – Sept 2025 · New York, NY
Digital platform, newsroom, and reliability initiatives across ~50 services

- Directed engineering strategy and reliability programs across ~50 platform and product services supporting core NYT digital experiences.
- Led **Election Readiness** and **Always Ready** initiatives, coordinating with Product, Platform, and Newsroom teams to successfully support **2M+ concurrent users with zero downtime** during peak news events.
- Improved mean time to recovery by **60%** through automated alert routing, clearer incident ownership, and standard operating procedures for high-severity events.
- Scaled an internal developer portal to **500+ engineering teams**, standardizing CI/CD and reducing deployment friction while improving governance and visibility.
- Partnered with teams to right-size workloads and modernize infrastructure patterns, reducing cloud costs while improving performance and reliability.

Engineering Manager — Eventbrite

Aug 2021 – Jan 2022 · Remote
Creator Acquisition team · SEO infrastructure & onboarding experience

- Led the Creator Acquisition engineering team, focusing on SEO infrastructure and creator funnel performance.
- Improved Google search ranking by **37%**, contributing to **$1.5M+** in incremental revenue over eight months.
- Designed and implemented enhancements to first-time creator onboarding, increasing retention by **45%**.

Technology Team Lead — M&T Bank
Jul 2018 – Jan 2021 · Buffalo, NY
Workforce Identity & Access Management · 20,000+ employees

- Led the IAM engineering team responsible for authentication, provisioning, and access management for **20,000+ employees**.
- Implemented an enterprise-wide SSO solution, reducing authentication-related incidents by **65%**.
- Built automation that eliminated **80%** of manual provisioning tasks, improving compliance posture and reducing audit risk.