

# Dennis McLaughlin

Site Reliability Engineer | Production Reliability & Troubleshooting

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## Professional Summary

Operations-focused reliability engineer with deep experience supporting and improving production systems across cloud infrastructure, SaaS platforms, automation, integrations, and software delivery. Known for strong troubleshooting skills, practical automation, and the ability to quickly diagnose complex technical issues across both Windows and Linux environments. Hands-on experience with AWS, Docker, scripting, CI/CD pipelines, and production operations in fast-moving SaaS environments.

## Technical Skills

<b>Cloud &amp; Infrastructure</b>	AWS (EC2, ECS, CloudFormation, Systems Manager), Docker, Linux, Windows, Nginx
<b>Automation &amp; CI/CD</b>	Python, PowerShell, GitLab CI/CD, GitHub Actions, Puppet, Ansible
<b>Development &amp; APIs</b>	Ruby on Rails, C#, JavaScript, Node.js, Postman, Insomnia, REST APIs
<b>Databases</b>	PostgreSQL, SQLite, DynamoDB, MySQL, SQL Server

## Work Experience

**Senior Site Reliability Engineer** | ProShop ERP | 2025 - Present ([proshoperp.com](https://proshoperp.com))

**Site Reliability Engineer** | ProShop ERP | 2023 - 2025

Support and improve production SaaS infrastructure hosted in AWS across both Windows and Linux environments, including containerized workloads running in ECS. Use Python and PowerShell to automate operational tasks, improve reliability, and streamline deployments. Contribute code enhancements to the core product while collaborating with customers and implementation teams to troubleshoot complex production and integration issues. (**AWS (EC2, ECS, CloudFormation, Systems Manager), Docker, Linux, Windows Server, GitLab CI/CD**)

- **Reduced manual operational workload** by automating repetitive deployment and support tasks using Python and PowerShell scripting.
- **Improved platform usability and operational reliability** by resolving bugs and contributing enhancements to the core SaaS application, reducing support friction and improving the customer experience.
- **Streamlined customer deployments** by developing a Windows installer package for ProShop's accounting connectors, significantly reducing installation complexity and deployment time.
- **Diagnosed and resolved** complex production and integration issues across Windows and Linux customer environments, including customized on-premises deployments and hybrid SaaS installations.

**Software Developer** | Rewind Software | 2022 - 2023 ([rewind.com](https://www.rewind.com))

**Software Development Engineer in Test (SDET)** | Rewind Software | 2018 - 2022

Developed and maintained backup and restore integrations for third-party SaaS platforms using internal APIs and external vendor APIs. Evaluated candidate SaaS applications for backup compatibility, analyzing API capabilities and identifying technical limitations and integration requirements. Built and maintained the company's first browser-based end-to-end automation framework for validating backup and restore workflows across Shopify, BigCommerce, and Intuit QuickBooks Online. (**Ruby on Rails, GitHub CI/CD, Docker, AWS, Postman, Confluence API, Jira API**)

- **Launched product offering for data backups** for Atlassian Confluence.
- **Expanded features in product offering** for Atlassian Jira and Jira Service Management.
- **Expanded test coverage** by including front-end UI into end-to-end integration tests.

**QA Team Lead** | Assent Compliance | 2015 - 2018 ([www.assent.com](http://www.assent.com))

Led a five-member QA team responsible for test strategy, automation, and release quality for a SaaS compliance platform. Developed the company's first browser-based automated testing framework, improving test coverage and accelerating validation of new releases. (**C#, Selenium WebDriver, SQL Server, Jenkins**)

- **Increased test coverage and reduced execution time** through the introduction of automated browser-based testing.
- **Reduced production risk** by identifying defects earlier in the development lifecycle through expanded automated testing and validation.
- **Became a trusted technical resource** for complex application issues, partnering with development teams to diagnose defects, validate fixes, and improve overall software quality.

**Senior QA Engineer** | Canada Newswire | 2012 – 2015 ([www.newswire.ca](http://www.newswire.ca))

**QA Engineer** | Canada Newswire | 2008 – 2012

Evaluated the performance, reliability, and accuracy of large-scale content processing and search systems responsible for ingesting and indexing print, online, and broadcast media. Conducted performance, API, and integration testing while partnering with development teams to identify bottlenecks, troubleshoot issues, and improve overall system quality. (**Postman, Lucene, Hadoop, Kafka, HBase**)

- **Improved deployment reliability** and became a trusted technical resource for diagnosing complex production and release issues.
- **Improved content processing performance** and accuracy by identifying bottlenecks and partnering with development teams on system optimizations.
- **Improved search result quality** by validating indexing and retrieval accuracy across large-scale content datasets.

## Education & Certifications

**Bachelor of Science, Computer Science with a business minor**

Lakehead University | Thunder Bay, ON

**AWS Certified Solutions Architect** – Associate (Expired May 2026)