

# Orion Nelson

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## EXPERIENCE

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### Production Support Developer SRE

Jan 2024 – Jul 2025

*Intact Insurance* - Java, SQL, Dynatrace, Elastic, Openshift, Springboot, ServiceNow

*Toronto, Ontario*

- Led end-to-end incident management across production and non-production environments, resolving over 450+ service-impacting incidents, including 5+ high-severity outages, through rapid triage, coordinated stakeholder communications, and structured post-incident reviews (RCA). Achieved a 35% reduction in Mean Time to Recovery (MTTR) by optimizing escalation paths and automating response workflows.
- Developed and executed a resilient on-call playbook for mission-critical applications, meticulously documenting Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) to ensure alignment with ITIL and ITSM v3/v4.
- Drove the integration and optimization of observability tools such as ServiceNow, Dynatrace, and ELK stack, ensuring effective incident tracking and compliance support while maintaining high standards of documentation.
- Delivered real-time SQL and Java mitigations and emergency hotfixes to restore service integrity during critical outages. Navigated change control processes for emergency deployments, ensuring traceability and compliance with regulatory and industry standards (e.g., SOX, GDPR, PCI-DSS).
- Acted as a liaison between junior team members and upper management, effectively communicating project status, challenges, and achievements.

### Software Engineer → Component Lead

Sep 2021 – Nov 2023

*Scotiabank & Lassonde* - Python, DevOps, MongoDB, Neo4j, Typesense, AWS, Terraform

*Toronto, Ontario*

- Spearheaded a 4-member financial crimes research unit, implementing Agile methodologies to enhance delivery discipline, achieving a 30% improvement in development velocity for RAG, NLP and LLM based fraud intelligence tools and pipelines.
- Build a product which executed advanced page classification for entity risk assessments, blacklisting high-risk NER-derived entities (e.g., illicit vendors, pseudonymous usernames, arrest records) to support fraud prevention and compliance workflows. Simultaneously, stress-tested regulatory edge cases such as captcha circumvention, Tor i2c routing, and Telegram-based threat vectors, positioning the solution as a viable Flashpoint alternative for deep/dark web monitoring.
- Migrated legacy web crawlers to a serverless architecture on AWS Lambda and S3, enhancing system elasticity and fault tolerance while eliminating infrastructure bottlenecks, resulting in a 50% increase in processing efficiency.
- Developed a Terraform-based Infrastructure-as-Code (IaC) framework, tightly integrated with CI/CD pipelines, to provision ephemeral, VPN-triggered infrastructure (leveraging CloudWatch and WireGuard) on-demand. This dynamic provisioning model reduced cloud infrastructure costs by 45.7% and accelerated deployment cycles by 35%, while maintaining compliance with security and audit requirements.

### System Administrator

Aug 2021 – Mar 2022

*Allenfort Software Solutions*

*Toronto, Ontario*

- Architected and deployed secure Linux systems and corporate mail stack, integrating advanced email authentication and anti-spam protocols including TLSA (DANE), DKIM, SPF, and SpamAssassin, while enforcing mandatory TLS encryption across all SMTP transactions. This initiative led to a 135% reduction in spam volume and significantly enhanced message authenticity and domain reputation.
- Designed backup, restore, and offsite replication pipelines covering 100% of mission-critical systems, forming the disaster-recovery and release-rollback backbone for production operations.

## Jr Technician

*Puroclean Restoration*

Aug 2020 – Aug 2021

*Oakville, Ontario*

- Executed time-critical disaster recovery operations across residential and commercial sites to restore safe, operational environments after contamination events, working within formal incident-command workflows led by senior technicians to ensure controlled recovery, safety compliance, and rapid site stabilization.

## CERTIFICATIONS

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**The Linux Foundation:** Certified Kubernetes Administrator

*Ongoing*

**HashiCorp:** Terraform Associate (003)

**CompTIA:** Security+ ce

**AWS:** Cloud Practitioner

**Stanford Online:** Supervised Machine Learning Regression and Classification

**IBM:** Governance, Risk, Compliance, and Data Privacy

**Google:** Foundations of Cybersecurity

**Isovalent:** Kubernetes Networking & Cilium, SecOps Engineer

**Snowflake:** Northstar - Snowflake Intelligence

## PROJECTS

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**Security News [Demo]** | *GCP, RSS, Selenium, OpenCv, Redis, Scrapy, BeautifulSoup, Requests, Praw, Python*

**Help Desk [Demo]** | *React, Next.js, NextUI, NodeJS, MaterialUI, Redis, JWT, Docker, OpenRouter, LLM*

**Experience Nodegraph [Demo]** | *D3.js (v3), JavaScript, SVG, JSON ETL, Force-Layout, HTML/CSS*

**Shop Unicorn** | *React, Node.js, React Router Dom, Express, MongoDB, Axios, Next.js, Stripe, Vercel*

## EDUCATION

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**York University – B.Sc. Specialized Honors in Computer Security**

*Research: Anti Money Laundering and Information Retrieval for Namescreening and Threat Intelligence*

- *Pursued Computer Science with emphasis on Cybersecurity*

## TECHNICAL SKILLS

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<b>Languages</b>	Python (Django, Flask), Java (Springboot), JavaScript, TypeScript, SQL
<b>AI &amp; ML</b>	TensorFlow, scikit-learn, NumPy, SciPy, XGBoost, HDBSCAN, UMAP
<b>Generative AI</b>	OpenAI API, Azure OpenAI, HuggingFace, Replicate, Sentence-BERT
<b>RAG &amp; Search</b>	FAISS, Typesense, Elastic, Vector Embeddings, Semantic Search
<b>RAG Pipelines</b>	Document Ingestion, Metadata Indexing, Chunking, Re-ranking, Citation Grounding
<b>Conversational AI</b>	NLU (Intent/Entity Extraction), Dialogue Management, Context Tracking, Slot Fill
<b>Dialog Systems &amp; Bots</b>	Azure Bot Framework, PRAW, Dialogflow CX, AWS Lex, Rasa, Botkit, Webhooks
<b>Cloud Platforms</b>	AWS S3, Lambda, EC2, EKS; Microsoft Azure, Azure AI; Vertex AI
<b>DevOps &amp; Platform</b>	Docker, Kubernetes, Terraform, GitHub Actions, Helm, OpenShift
<b>Data Platforms</b>	PostgreSQL, Oracle, SQL Server, MongoDB, Redis
<b>Streaming</b>	Kafka, Event-Driven Pipelines
<b>Observability</b>	Splunk, Elastic Stack, Dynatrace, Prometheus, Grafana
<b>ITSM &amp; Delivery</b>	ServiceNow, Jira, Confluence, Azure DevOps
<b>Security</b>	OWASP, Cilium, IAM, Zero Trust, TLS, PKI, Secrets Management, HashiCorp Vault
<b>Frontend</b>	React, Next.js, Tailwind, D3.js, Axios