

Akay Okcun

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Summary

Platform and Operations Engineer with over 15 years of experience across media and tech industries, supporting live production systems at scale.

Hands-on with AWS, Python automation, CI/CD pipelines, and serverless architecture.

Currently using AI tooling to build architectural documentation for complex distributed microservices systems, improving how the team handles escalations and operationalises new Product components.

Looking for a Platform or Site Reliability Engineering role where I can apply this experience in a more engineering-focused environment.

Technical Skills

Python Strong	AWS Strong	Concourse CI/CD + Serverless Strong
GitHub Strong	Splunk Strong	DataDog Strong
RESTful APIs Strong	Terraform Experienced	Kubernetes Experienced

Certifications

AWS Solutions Architect Associate Certificate https://www.credly.com/badges/46ec3732-8da1-40c8-8cdc-88b38612b86a/public_url	April 2025
AWS Developer Associate Certificate https://www.credly.com/badges/b9b083fd-6a80-4f3a-be93-7452043cdffb/public_url	October 2025

Experience

Comcast Technology Solutions Limited Product Operations Engineer (Platform / SRE) - Serve as the senior technical escalation point across Product and Engineering teams, resolving complex playback, commerce, metadata, and asset issues across AWS-hosted microservices while meeting SLAs. - Diagnose issues through firstline Kotlin microservice code analysis and recommend fixes prior to development engagement. - Operationalise product changes by partnering with Product and SRE teams and delivering production-ready DataDog monitoring and alerting, documentation, and risk assessments. - Use OpenSpec to generate AI-driven structured documentation for complex Kotlin services, reducing developer dependency during deep escalations and scaling adoption across Product Operations. - Built proactive Python and AWS-based monitoring utilities to automatically detect and resolve service issues, reducing incidents and manual intervention. Lead on-call incident management, mentor Operations engineers and lead technical training sessions to develop team skills.	London April 2024 - present
Senior Dedicated Support Engineer - Scope equivalent to Product Operations Engineer throughout this period, title formalised April 2024 - Supported the Operations team in root cause analysis and resolving complex playback, commerce, and ingestion issues, while mentoring new hires on effective troubleshooting. Built and deployed custom AWS-based tooling, debugged bespoke services (Python), and maintained monitoring and alerting to improve long-term system reliability.	May 2022 - April 2024

Dedicated Support Engineer

June 2018 - May 2022

- **Root cause analysis** of playback, commerce, and ingestion issues using **Splunk** and **Postman**, met SLAs, escalated product gaps with Engineering, and led regular **client progress reviews**.

Mobads Limited

London

Integrations Engineer

October 2014 - June 2018

- Wrote **Python** scripts to retrieve and parse large datasets from **BigQuery**, **SQL**, and **MongoDB** for troubleshooting ad integration and traffic discrepancy issues, including fraudulent traffic investigations.
- Built and maintained internal tools in Python and **Shell**, including a ticketing system using Google and Zendesk APIs, and a custom email alerting system using Mailchimp API and MongoDB.
- Deployed, automated, and scheduled scripts using **Jenkins**; deployed test servers in **Docker** to diagnose integration issues.

Evertz Microsystems Ltd

Reading

Technical Support Engineer

November 2011 - September 2014

- Remote support for high-performance Linux-based file management and playout systems for television broadcasters.
- Investigated and resolved system issues using **MySQL**, **JavaScript**, and **Shell Scripting**.

Science Technology Facilities Council

Didcot

Grid Services Administrator

June 2009 - October 2011

- Linux system administration across grid services and **high-performance computing (HPC)** infrastructure.
- Developed and administered certification authority systems and databases using Linux and **MySQL**; built a grid monitoring and alerting system using **Nagios** and **Ganglia**.
- Built a certificate management tool in Java for end-user certificate requests.

Recent Work Projects

AI Documentation & Operationalisation Framework

- Used **OpenSpec** to generate structured documentation for complex Kotlin microservice codebases, reducing reliance on developers during deep escalations. Rolled out to the wider Product Operations team to overhaul documentation at scale. Extended to incorporate Splunk log data for first-line Operations Manuals, and now using it to generate monitoring and alerting recommendations as part of the Operationalisation process for new Product components. Currently exploring agentic approaches to build future operations tooling on this foundation.

Proactive Monitoring Utilities

- Built proactive monitoring utilities using **Python**, **Concourse**, **Terraform**, **Serverless Framework**, and **AWS (Lambda, SQS, Step Functions, SSM)**, automatically detecting and resolving issues in services and workflows. Reduced downtime and manual intervention, working closely with Product and SRE teams to align with broader organisational goals.

Concourse CI/CD Pipeline

- Designed and implemented a scalable **CI/CD pipeline** in **Concourse** for the Global Operations project, automating **GitHub** repository provisioning for **Python**-based services. Integrated **GitHub**, **Docker**, **Vault**, and **Serverless Framework** to streamline deployments across dev and production. Built reusable pipeline templates enabling rapid onboarding of new projects, and migrated legacy repositories into the new framework.

Education

University of Kent

MSc

Distributed Systems and Networks

September 2007 - September 2008

University of Kent

BSc (Hons)

Computer Science

September 2004 - August 2007