

YONATAN HARRISON

Site Reliability Engineer | DevOps | Kubernetes | Terraform | AWS |
Observability | AI Operations

+972-54-260-2484 harrisonyon@gmail.com Hofit, Israel



EXPERIENCE

Site Reliability Engineer

Cynet

03/2026 - Present Tel Aviv, Israel

I drive **AI Operations** and **DevOps** for a cybersecurity SaaS platform and lead **incident response** as the team's technical expert in production reliability, **monitoring** and **databases**.

- Lead **AI Operations: AI agents** for faster root-cause analysis
- Drive **DevOps** and **IaC: Terraform, Kubernetes, ArgoCD**
- Built **proactive monitoring** that catches incidents before customers
- Lead **on-call incident response, postmortems** and **runbooks**
- Go-to expert for **database** performance, stability and automation
- Replace risky manual work with **automation**; cut **alert noise**

Shift4

03/2020 - 03/2026 Herzliya, Israel

BizOps Tech Staff · 2022 - 2026

I was the BizOps team's technical lead, bringing **AI/ML** and **DevOps** practices to operations and linking **R&D, Product, Sales** and **infrastructure** teams for payment systems serving **~300K merchants**.

- Brought **AI/ML** into operations with **Elastic ML** anomaly detection
- Introduced **DevOps** practices and new tools; trained **~26 people**
- Led **incident coordination** and owned the **NOC** monitoring stack
- Technical expert in **monitoring, alerting** and **incident response**

BizOps Analyst · 2020 - 2022

- On-call incident response** and 3rd-level escalation for **payments**
- Led **data investigations** into **performance** bottlenecks with **SQL**
- Built **Kibana** and **Grafana** dashboards for operational visibility
- Automated** recurring **reporting** for operations and management

Internal System Operator · 2020

- Monitored** payment systems and transactions with **Kibana** and **PRTG**
- Investigated **anomalies** across **MySQL** and **Oracle** databases
- Wrote **SQL** scripts to detect **transaction issues** early
- Built **Kibana** dashboards for **transaction monitoring**

Earlier Experience

- IT Manager & Helpdesk** · Novel Collection · 2017 - 2020

TRAINING / COURSES

CCNA

CBT Nuggets coursework

Elastic Engineer

Elastic course

Elastic Analyst

Elastic course

Elastic SIEM

Elastic course

SUMMARY

Site Reliability Engineer with proven **AI/ML** and **AI Operations** experience, hands-on **DevOps** on **AWS** and **Kubernetes**, and a track record of **leading incident response** across teams. 6 years across cybersecurity SaaS and payments as the technical expert in **monitoring, reliability** and **databases**.

KEY ACHIEVEMENTS



Brought AI into operations

AI/ML monitoring and AI-assisted investigation



Brought DevOps into operations

IaC, GitOps and automation over manual work



Led across teams

R&D, Product, Sales and infrastructure



From reactive to proactive

Incidents caught before customers notice

SKILLS

AI/ML: Expert, with proven experience bringing AI into production operations

Expert: AI Operations · Monitoring & Alerting · Incident Response · Databases & SQL · Elastic (Elastic ML, Kibana) · Grafana

Develop with: AWS · Terraform · Kubernetes · Helm · ArgoCD · Docker · Python · Bash · PowerShell · Prometheus · Playwright · GitHub Actions · Azure Pipelines · HolmesGPT · MCP

Familiar with: OpenTelemetry · Datadog · Coralogix · VictoriaMetrics · Zenduty · Oracle

LANGUAGES

English
Native



Hebrew
Native

