

Eric Hyde

Lincoln, NE • 402-805-7688 • hyde.eric@live.com
LinkedIn: <https://www.linkedin.com/in/hyde-eric>

Summary

Engineering leader specializing in large-scale data platforms and observability systems. Proven track record building self-service analytics infrastructure and customer-facing products operating at petabyte scale, with a strong focus on reliability, cost efficiency, and user experience.

Core Skills

Data Infrastructure & Distributed Systems: ClickHouse (open-source query engine, ClickHouse Cloud), Kafka/MSK, Kubernetes (EKS), AWS (Lambda, S3, DynamoDB, RDS), high-throughput ingestion systems, stream processing

Backend & Data Processing: Golang, Node.js, SQL (analytical + OLTP), event-driven architectures, ETL/ELT pipelines, schema design for high-volume datasets

Observability & Reliability Engineering: Datadog, Grafana, Prometheus, OpenTelemetry, metrics/trace/log pipelines, alerting systems, SLO/SLA design, incident response and root cause analysis

Analytics Platforms: Real-time analytics systems, high-cardinality metric modeling, dimensional analysis, CubeJS semantic layer, customer-facing query systems

Leadership & Execution: Multi-team leadership, platform ownership, roadmap strategy, incident management, KPI-driven execution, cross-functional alignment

AI-Accelerated Development: GitHub Copilot, Claude Code, agent-driven workflows, rapid prototyping

Product Strategy & Operations

- Defined multi-year roadmaps aligned to business goals using KPI-driven planning (adoption, reliability, cost)
 - Established SLAs/SLOs and drove reliability via incident reviews and remediation tracking
 - Converted production outages into prioritized platform investments and systemic improvements
 - Partnered with engineering and customer stakeholders using data-driven tradeoff analysis
 - Built rapid prototypes to validate concepts and accelerate decision-making
 - Operationalized customer feedback into measurable outcomes (conversion, retention, performance)
 - Owned vendor strategy, including build vs. buy decisions and cost optimization
 - Managed tooling spend and budget with ROI accountability
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Experience

Senior Engineering Manager

Twilio — Remote (Lincoln, NE) | Mar 2022 – Present

- **Built and scaled event ingestion platform to ~600 TB/day**, powering customer-facing real-time analytics with <1 minute ingestion latency; owned uptime, query performance, and end-to-end system reliability across 10+ teams
- **Architected self-service ClickHouse platform on AWS EKS**, enabling independent cluster provisioning and reducing time-to-insight from days to minutes
- **Led modernization of observability and alerting platform**, introducing anomaly detection and improving signal quality while reducing alert fatigue
- Owned platform strategy across data infrastructure and observability systems, prioritizing reliability, cost, and customer impact
- Drove operational excellence through SLA/SLO definition, incident leadership, and root cause remediation
- Led multiple teams delivering core infrastructure and customer-facing products as a player-coach

Engineering Manager

First American — Remote (Lincoln, NE) | Jul 2021 – Mar 2022

- Led 4 teams (~17 engineers) in platform modernization toward scalable, service-oriented architecture
- Partnered with product and architecture leadership to define system design and execution strategy
- Improved delivery predictability through structured execution cadence and leadership reporting

Engineering Manager

NRC Health — Lincoln, NE | Sep 2018 – Jul 2021

- Led cross-functional teams delivering a serverless data platform processing millions of daily messages
- Built scalable ingestion and transformation pipelines, improving throughput and reducing operational overhead
- Improved system reliability and enabled consistent release cycles

Lead Software Developer

Sandhills Publishing — Lincoln, NE | May 2013 – Sep 2018

- Led .NET WebAPI modernization and full-stack improvements across legacy systems
 - Mentored engineers and contributed to architectural direction
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Education

Concordia University – Nebraska

B.S. Computer Science, Minor in Mathematics