

Taylor Finklea

Manager of Cloud Systems · TherapyNotes

Leading teams. Building systems. Shipping outcomes.

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Engineering leader with 15+ years spanning IT, cloud engineering, and applied AI. Leads SRE and DevOps at TherapyNotes, architected the Kubernetes platform, enables teams to own implementation and operations, commands major incidents, and builds the tools and practices behind safe, practical AI adoption.

01

Engineering Leadership

Autonomous teams, technical leaders, incident command, outcomes.

02

Platform & Reliability

Cloud and Kubernetes platforms, delivery, reliable operations.

03

Applied AI Engineering

AI tools, dashboards, standards, workflows for safe adoption.

EXPERIENCE

- **Manager of Cloud Systems**
TherapyNotes

2023 – Present

 - Grew one systems team into dedicated DevOps, systems engineering, database, and SRE teams.
 - Hired or promoted a lead for every team formed, developing engineers into leads, managers, and architects.
 - Architected the Kubernetes platform running thousands of containers and transitioned operations to the team.
 - Serve as Incident Commander during major events, protecting responder focus and keeping stakeholders informed.
 - Formed an AI-focused strike team and built the applied AI practice: agent harnesses and loops, LLM evaluation, context engineering, and multi-model routing.
 - Drove the adoption of GitHub Actions, completing the migration from Jenkins in early 2026.
 - Built CAB processes and change communication that keep a high volume of changes and a rapid release cadence safe for audit and compliance.
- **Manager of Cloud Engineering**
Lumifi Cyber

2019 – 2023

 - Modernized the platform: implemented Kubernetes, infrastructure as code, and CI/CD.
 - Built metric observability with Prometheus and Grafana and security telemetry into Microsoft Sentinel.
 - Led and implemented security efforts spanning security engineering, governance, and regulatory compliance.
- **Systems Administrator / PM**

Executech · 2017 – 2019

Managed infrastructure and technical projects across varied client environments.
- **Support Engineer**

DigiCert · 2015 – 2017

Resolved complex certificate and PKI issues, building a foundation in secure systems.
- **Technical Support & IT roles**

2011 – 2015

Dixie State University, ManagerPlus Solutions, and Woods Cross High School: network administration, Linux, and desktop support.

CAPABILITIES

Leadership

Servant leadership Incident command Hiring and career development Technical strategy
Vendor and cost management Lean · Agile · SRE

Platform & Reliability

Kubernetes · Helm · AKS · EKS · Talos Terraform · OpenTofu Infrastructure as code · GitOps Ansible · Packer
Docker GitHub Actions · CI/CD Observability · Prometheus · Grafana · Datadog Azure · AWS · GCP · Cloudflare

Applied AI

Claude Code · Codex · Pi Mono · OpenCode MCP · Agent Skills Agent orchestration · Multi-agent systems
LangGraph · Pydantic AI Python · TypeScript Azure AI Foundry · Vertex AI OpenAI · Anthropic APIs

Security & Compliance

Zero trust auth and networking Least privilege · Entra ID · PIM SOC 2 Type II · ISO 27001 HITRUST · HIPAA
NIST · OWASP Microsoft Sentinel · Defender Penetration testing · Tenable · Nessus DevSecOps

Beyond work Home lab and Home Assistant · Wildlife photography · Birding and naturalism · Daily hiking