AARON JORGENSEN

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ENGINEERING & AI LEADERSHIP

Technical Manager / Director with 15+ years leading reliability engineering, distributed systems, applied AI initiatives, and high-performing engineering teams. Proven record improving uptime to 99.99%, reducing MTTR by up to 70%, modernizing platform reliability, and delivering AI-powered automation that accelerates operations. Strong at setting engineering direction, driving execution, mentoring teams, and aligning technical strategy to business outcomes.

CORE STRENGTHS

AI & LLM Systems

- Autonomous Agents & Multi-Agent Systems
- LLMOps, Prompt Engineering at Scale, Guardrails & Safety
- RAG (Retrieval-Augmented Generation)
- Vector Databases, Embeddings & Semantic Search

Engineering Leadership

- Engineering Leadership & Organizational Scaling
- Executive Cross-Functional Alignment & Delivery
- High-Performance Team Building
- Technical Strategy & Multi-Year Roadmapping

Platform & Reliability

- Distributed Systems & Platform Reliability
- Engineering Automation & Developer Productivity Platforms
- Incident Response & Management
- Site Reliability Engineering (SRE)

PROFESSIONAL EXPERIENCE

Corpay • 05/2025 - 11/2025

Global Site Reliability Manager

Personally selected by CorPay's Global CTO during the PayByPhone acquisition to lead the transformation of reliability across all CorPay lines of business, bringing the same standard of operational excellence and innovation that defined PayByPhone's success.

- Led global reliability strategy, building audit and resilience programs across mission-critical systems.
- Built RAG-based agentic AI tools, reducing customer support response times by 30%.
- Delivered a modern observability roadmap, reducing MTTR/MTTD by 70% in six months.

PayByPhone • 06/2022 - 05/2025

Site Reliability Manager

- Improved uptime 96% → 99.99%, preventing major revenue leakage and enabling major contract renewals.
- Scaled SRE discipline across 100+ engineers, reducing MTTR by 40%.
- Established a cross-functional collaboration framework that improved incident response times by 40%, fostering a culture of accountability and transparency within 6 months.

SkipTheDishes • 07/2020 - 06/2022

Sr. Service Reliability Manager

- Led reliability operations for Canada's largest food-delivery platform, enhancing service uptime to 99.99% and preventing revenue loss within 6 months.

- Executed a comprehensive Disaster Recovery program, reducing RTO by 30% within three months, ensuring business continuity and operational resilience.
- Automated observability and executive reporting resulted in a 20% reduction in manual work.

Newton • 11/2018 - 07/2020

Founder | Lead Developer
- Developed a complete SaaS solution using proprietary upscaling algorithm to achieve 400% upscaling capabilities without loss to quality.
- Led the creation of comprehensive roadmaps for cross-functional projects, enhancing collaboration and reducing time-to-market by 25% through improved planning and execution.

CloudNcode • 10/2015 - 11/2018

Chief Technology Officer
- Redesigned local resource distribution methods resulting in an increase in video encoding efficiency by 20%.
- Led the engineering team to enhance compression efficiency by 70% of the industry standard, ensuring visual quality and aligning with business goals within 6 months.

Sigala Media Corporation • 07/2010 - 10/2015

Chief Technology Officer
- Spearheaded the development of a distributed video compression platform, enhancing processing speed by 40% and improving user experience within 6 months.
- Developed proprietary video compression algorithm that achieved a 60% reduction in file size while maintaining visual quality.

IPL Media Group • 03/2006 - 07/2010

Research And Development Manager
- Performed research and testing on compression variables for h.264 implementation. Improved encoding quality and efficiency by 60%.
- Drove results and accountability by enhancing the R&D roadmap, leading to a 40% increase in project efficiency within 6 months through data-driven insights.

EDUCATION

Master of Arts (M.A.) • Trinity Western University

Bachelor of Arts (B.A.) • PLBC

Associate of Arts (A.A.) • Holsby Brunn - Sweden