

CME Contract Services

A DBA of Eakins Holding Services LLC

Cloud & On-Premises Infrastructure | Platform Reliability | DevOps Support

ABOUT

CME Contract Services delivers cloud and on-premises infrastructure support, platform reliability engineering, and DevOps automation for mission-critical systems. With 12+ years of experience in regulated, high-availability financial services environments, we bring proven incident management, operational automation, and cross-team coordination to keep platforms stable, scalable, and resilient.

CORE CAPABILITIES

- **Cloud & On-Premises Infrastructure** — AWS operations, on-prem datacenter support, monitoring & observability (Grafana, Datadog, Splunk), performance tuning, high-availability system support, DR/HA failover testing
- **Platform Operations & Incident Management** — Production monitoring, L2/L3 incident response & escalation, root cause analysis, SLA-driven resolution, cross-team coordination
- **DevOps & Automation** — CI/CD pipeline support, deployment automation, infrastructure scripting (Python, PowerShell), operational workflow automation
- **Enterprise Systems** — Linux administration, Kafka & Kubernetes operational support, log analysis, runbook development, Docker

RELEVANT EXPERIENCE

JPMorgan Chase — Production Platform Support

2012–2024 | 12 Years

- Reduced recurring production incidents by 25% through monitoring automation and proactive diagnostics
- Led annual Disaster Recovery and High Availability failover testing across critical platforms
- Supported distributed data pipelines (Kafka, Kubernetes) across cloud (AWS) and on-premises infrastructure at global scale
- Coordinated incident response across infrastructure, development, and business teams under strict SLAs
- Mentored 10+ engineers on troubleshooting methodology and operational best practices
- Primary support engineer for a global payment application across multiple regions

DIFFERENTIATORS

- 12+ years of production support in regulated, high-availability financial environments
- Proven incident management and root cause analysis under strict SLAs
- Bridges communication between engineering teams and business stakeholders
- Automation-first approach to operational efficiency and system stability

COMPANY DATA

Legal Name	Eakins Holding Services LLC
DBA	CME Contract Services
Business Type	Small Business
UEI	EVKVZLCUHCH4
CAGE Code	9H8M2
Location	Frankfort, IL
Primary NAICS	541512 — Computer Systems Design Services
Additional NAICS	541519, 541511, 518210

Curtis Eakins | Founder & Principal

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