

# Diana Arrieta

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## Employment History

- 01/2018–Present **Site Reliability Engineer II, Collective Health, Inc., San Francisco, CA.**  
Deliver better running production applications to be quick, efficient, secure, distributed and fault-tolerant. Automating away operational effort and complexity, moderating blameless postmortems, and shifting from reactive responses to outages to proactive identification and mitigation of operational risks.  
**Projects:**
- Deployment of a HIPAA compliant AWS account to use with Databricks for use in Data Science and Analytics workflows.
  - Configuring retention of SFTP data on EC2 and S3 with automatic sync to Box and daily cleanup.
  - Created standards in production readiness by authoring an internal readiness manifesto and checklist.
- 01/2016–01/2018 **Senior IT Support Engineer, Collective Health, Inc., San Francisco, CA.**  
Responsible for the critical infrastructure and systems which keep the business up and running at all times. Understanding of workflows and needs across all of organizations is key to operational efficiency, and efficacy.  
**Projects:**
- Administration and automation of the G Suite domain which includes: onboarding, device policy, account auditing, subdomains, TLS, Chrome devices
  - Administration of Okta and application deployment
  - Deployment of SSH Key Management to IT managed platforms with Ansible
  - Rolled out SentinelOne to all JAMF macOS managed laptops
- 08/2013–09/2015 **Corporate Operations Engineer and Internal Technology Resident, Google, Inc., Mountain View, CA & London, UK.**  
Focusing on internal onsite support and primarily acting as a liaison between technical and non-technical groups, operations engineers seek to enhance Google's infrastructure and internal services. By developing skills in computer networking, software development, site reliability engineering and system administration, engineers are encouraged in making internal support infrastructure modular, efficient, and useful.  
**Projects:**
- Automated the booking of video conference rooms for a troubleshooting session when a support request is created for one, reducing the workload by 75%.
  - Mentor new residents in common break and fix scenarios for Linux machines.
- Security Operations Engineer, Client Platform Hardening:**
- Using audit logs and SQL, found the most common use cases of root privileges which included package installation, configuration, and use of specialized software which required administrative rights to use.
- Building Automation and Security Engineer:**
- Provisioning hardware and network access for physical security infrastructure, including iStar and DVTel servers

## Technical Details

Languages	BASH, HTML, CSS, Javascript, L <sup>A</sup> T <sub>E</sub> X, Python, SQL
Experience	IT (12 years), Windows Administration (7 years), Linux Administration (4 years)
Software	Git, Vagrant, Docker, Terraform, Kubernetes, Amazon EMR, Spark, Jupyter
Certifications	LPIC-1, SUSE CLA, Comptia Linux+

## Education

- 2009–2013 **MS, Computer Science, California State Polytechnic University, Pomona, CA.**  
2005–2009 **BS, Computer Science, California State Polytechnic University, Pomona, CA.**