

# Diana Arrieta

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## Employment History

- 01/2016–Present **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. Support the business as a whole, with a reach to every employee, and the systems they depend on. Understanding of workflows and needs across all of organizations, is key to operational efficiency, and efficacy.  
**Projects:**
  - Automation of onboarding new hires in G Suite
  - Administration of the G Suite domain which includes: device policy, account auditing, subdomains, TLS, Chrome devices
  - Administration of Okta and application deployment
  - User, group and partner management of permissions on SFTP servers
  - Deployment of SSH Key Management to IT managed platforms with Ansible
  - Rolled out SentinelOne to all JAMF managed laptops
  - Setup a content management system for dashboards
- 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%.
  - Made a custom configuration for specialized hardware for use in accessibility.
  - Documented the process of disabling and removing deskphones from conference rooms.
  - Finding and flagging support requests that have a cold handoff.
  - Mentor new residents in common break and fix scenarios for Linux machines.**Security Operations Engineer, Client Platform Hardening:**
  - Filtered audit logs using SQL to find use cases of root privileges on the corporate fleet.
  - 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.
  - Triage security requests for root privileges, whitelisting software binaries, whitelisting websites, and creating certificates for mobile development.**Building Automation and Security Engineer:**
  - Maintaining and tracking issues with over 300 guest registration kiosks
  - Managing user roles and badge access of over 90,000 employees via the use of C-Cure 9000
  - Provisioning hardware and network access for security infrastructure, including iStar and DVTel servers

## Technical Details

Languages	Google Apps Script, BASH, CSS, Java, JavaScript, L <sup>A</sup> T <sub>E</sub> X, Python, SQL
Experience	Information Technology (9 years), Windows Administration (6 years), Mac OSX Administration (3 years), Linux Administration (3 years), Android (3 years)
Software	Git, Vagrant, Avigilon, JAMF, Okta, JIRA, G Suite, Serv-U SFTP, REST APIs
Certification	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.**