

# Diana Arrieta

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## Employment History

08/2013–09/2015

**Corporate Operations Engineer, Google, Inc.,** Mountain View, CA & London, UK.

The Resident Corporate Operations Engineer in Mountain View focuses on onsite support. By primarily acting as a liaison between technical and non-technical groups, operations engineers seek to enhance Google's infrastructure and internal services. Skills are developed in computer networking, software development, site reliability engineering and system administration that are encouraged to be used in making 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%.
- Triaged desktop issues for a 6000 employee shuffle.
- 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.

### 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 Engineering

- Maintaining and troubleshooting issues with over 300 guest registration kiosks
- Managing user roles and badging using TDS Guest software
- Managing badge access of over 90,000 employees via the use of CCure 9000
- Provisioning hardware for security infrastructure such as iStar and DVTel Servers
- Troubleshooting network access for security infrastructure

06/2009–03/2013

**Student Assistant - Tier 2, I&IT Support,** Pomona, CA.

Technical support for faculty and staff around campus ranging from installation, updating and troubleshooting software and hardware, imaging and managing computers from various departments, and ensuring destruction of sensitive data from surveyed computers. Writing small scripts to automate the installation of software or for running repetitive tasks.

## Technical Details

### Very Comfortable

Languages	Apps Script, BASH, CSS, Java, JavaScript, L <sup>A</sup> T <sub>E</sub> X, Python, SQL
Operating Systems	Windows, Mac OSX, Linux (Ubuntu and Debian)

## Education

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

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

## Related Coursework

Undergraduate	Computer Networks, Database Systems, Object Oriented Design & Programming, Operating Systems, Secure Communication, Symbolic Programming, Unix and Scripting, Web Design and Programming
Graduate	Advanced Algorithm Design & Analysis, Advanced Software Engineering, Computer Image Processing, Cyber Security, Human Computer Interaction, Multimedia Systems, Natural Language Processing