

# Austin Kranz

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## Cloud DevOps Engineer

AWS Certified DevOps Engineer Professional with 5+ years of experience in DevOps and Cloud Infrastructure Management. I possess a strong background in cloud infrastructure and automation, adept at designing and implementing scalable solutions that improve system reliability and minimize downtime.

## Work Experience

### Cloud Engineer | Electronic Arts | 10/ 2024 – Present

- Developed solutions for complex business problems using modern cloud constructs and custom development to support player-facing web applications at help.ea.com.
- Served as a first point of contact for EA Player Experience application infrastructure, spanning over 8 EKS clusters and multiple AWS accounts.
- Initiated and created experiences in partnership with distributed teams to ensure the architectural vision is supported and delivered to the highest standards.
- Provided support to development and QA teams on all new infrastructure from creation through integration.

### DevOps Engineer | BuildASign.com | 07/ 2021 – Present

- Authored BuildASign's CI/CD pipeline architecture as the company's first DevOps engineer, reducing deployment time and increasing team productivity.
- Designed and maintained reliable and scalable infrastructure in AWS to support continuous integration and delivery of BuildASign's E-commerce and manufacturing applications.
- Developed and maintained application infrastructure with infrastructure as code (IaC) tools such as AWS CloudFormation and Terraform.
- Collaborated with development and IT leadership to plan and implement the migration of BuildASign's entire application infrastructure into AWS.
- Managed configuration and maintenance of BuildASign's toolset across the entire software development process.
- Authored BuildASign's processes for container creation and orchestration, in pursuit of a micro-services architecture.

### Engineering Operations | SolarWinds | 11/2020 – 07/ 2021

- Administered high-availability VMware vRealize Automation (vRA) cloud service clusters across 3 major data centers that serve SolarWinds developers around the globe.
- Troubleshoot issues with automated deployments of a wide range of desktop and server operating systems (Windows, Mac, Linux distributions) and services (Active Directory, SharePoint, Exchange, etc.).
- Customized and debugged PowerShell and Ansible automation scripts/playbooks for virtual machine and service deployments.

- Performed vRA service maintenance including patching, upgrades, and monitoring.

## Skills and Competencies

### Hard Skills

- CI/CD practices and tools (Jenkins, CodePipeline, etc.).
- Wide variety of AWS services (EC2, S3, Lambda, RDS, CloudFront, etc.).
- Infrastructure as Code (IaC) tools (Terraform, CloudFormation).
- Containerization and orchestration (Docker, Kubernetes, ECS).
- Automation (PowerShell, Bash, and Ansible playbook scripting).
- Python development.
- Monitoring and logging tools (CloudWatch, ELK Stack).
- System Administration for multiple Linux distributions (Ubuntu, CentOS, RedHat, openSUSE, Debian).
- Networking (TCP/IP, DNS, VPC, Firewalls, Load Balancing).

### Soft Skills

- Effectively communicate across departments and vendors to bring DevOps projects to fruition.
- Able to organize and present information in a concise manner.
- Strong oral and written communication skills.
- Pro-active communicator with strong attention to detail.
- Strong ability to collude with others to solve problems and achieve goals.
- Continuous learning and improvement.

### Personal Enrichment

- I built and maintain my own virtualized home lab where I continuously hone my skills in DevOps, which helped me prepare for the AWS Certified DevOps Engineer Professional and Kubernetes Certified Administrator exams.
- I was invited twice to visit Texas State University to guest lecture on DevOps to a senior-level software engineering class.

### Certifications

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| • <b>AWS Certified DevOps Engineer – Professional</b><br><i>Amazon Web Services (AWS)</i> | 01/2024 |
| • <b>Google IT Automation with Python Professional</b><br><i>Google</i>                   | 01/2023 |
| • <b>Certified Kubernetes Administrator</b><br><i>The Linux Foundation</i>                | 06/2024 |

## Education

<b>Bachelor's in Business Administration   Computer Information systems</b> Texas State University, San Marcos, TX	2016-2020
• Overall GPA: 3.63	

- Related coursework: Computer Information Systems, Business Computer Applications, Business Database Applications and Advanced DBMS, Enterprise IT and Business Intelligence, Data Communications, Python & C# programming, Communications.