

Arno Alford

Site Reliability Engineer

Personal Info

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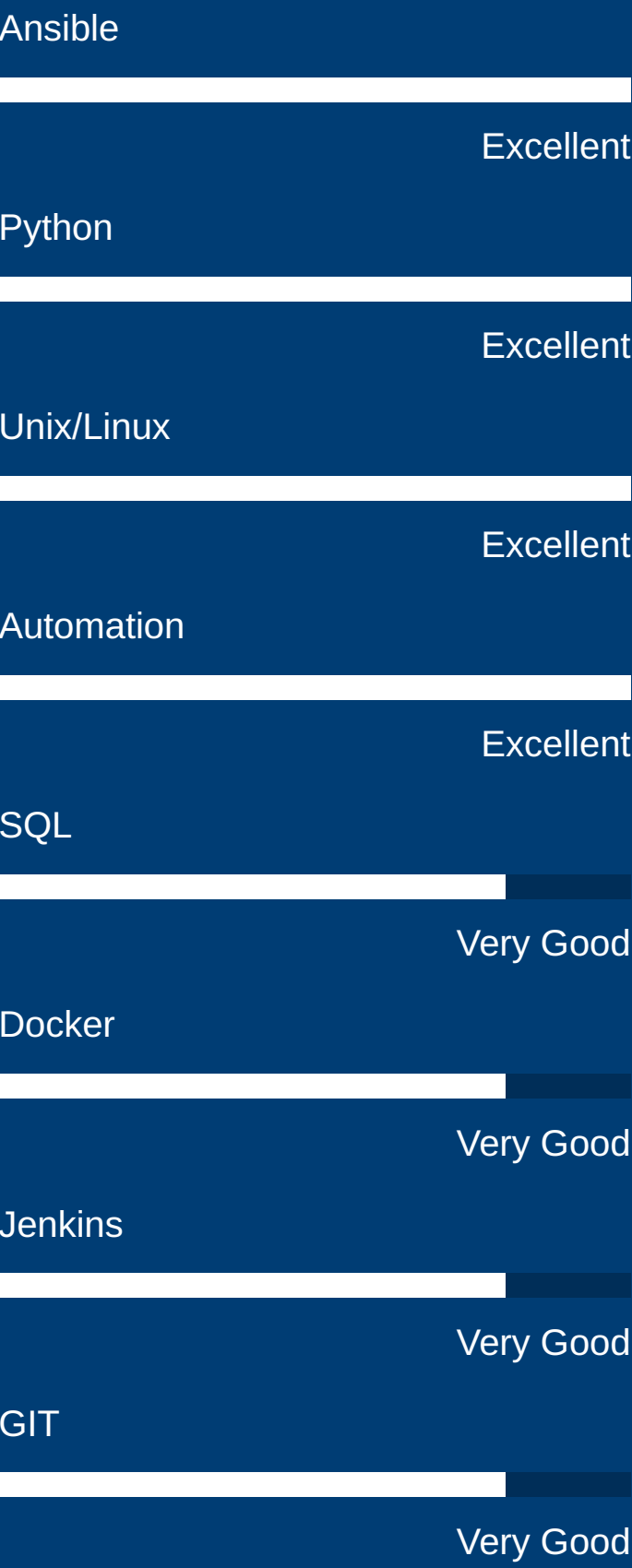
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GitHub
https://github.com/ArnoAlford

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Skills



Technical Site Reliability Engineer with experience in networking automation, system monitoring and software engineering. Interned as Systems Administrator at Blizzard Entertainment, where I designed internal tools and wrote cloud automation scripts.

Experience

2019-01 - present	<div>Site Reliability Engineer</div> <div><i>Surescripts</i></div> <div>Responsibilities<ul style="list-style-type: none">Developing and Implementing CICD pipelines across numerous teams.Writing and maintaining Ansible automation.Handling on-call production incidents.Guiding agile teams in maximizing service availability through:<ul style="list-style-type: none">Writing automated, service specific smoke tests.Implementing Jenkins 2 build pipelines.Managing app deployment and problem resolution.Defining SLA, SLO, and SLI.</div> <div>Achievements<ul style="list-style-type: none">Spearheaded efforts to bring infrastructure as code to networking.Managed availability, monitoring and deployments for numerous agile teams.</div>
2018-06 - 2018-09	<div>Systems Administrator Intern</div> <div><i>Blizzard Entertainment</i></div> <div>Responsibilities<ul style="list-style-type: none">Wrote automation scripts for offline cloud instance troubleshooting, saving admin time.Designed and launched an internal tool that redesigned the workflow for the Global Network Operations Center.<ul style="list-style-type: none">Boosted efficiency by assembling all monitoring tools into one page with full functionality.Decreased system access request times by 35%.Built using Python, SQL, and Flask, with full Docker integration.</div> <div>Achievements<ul style="list-style-type: none">Owned a completed full-stack project from inception to deployment.</div>

Education

2016-08 - 2018-12	<div>BS in Management Information Systems</div> <div>California State University, Long Beach</div> <div>Graduated: Dec 2018</div> <ul style="list-style-type: none">Pursuing a passion for programming and networking.Excelled in database classes.
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References

Evan Roddenberry, Associate Manager IT Operations at Blizzard Entertainment
I managed Arno during his internship at Blizzard Entertainment. His intern project (FLARE) was exceptional and greatly increased the quality of life as well as daily efficiency of the Blizzard Operations Center. He has an insatiable appetite for learning and it was remarkable watching his development during his internship. He is charismatic, friendly, and a natural relationship builder. He is also focused, systematic, and passionate which make him a great fit for any position. As he continues to grow in his pursuit of an IT career, I have no doubt he will succeed.