

Ryan Peterson

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Professional Summary

Results-driven Technical Support Engineer with 5 years of experience in enterprise application support, automation, and problem-solving. Skilled in streamlining processes, leading technical initiatives, and enhancing customer satisfaction through innovative solutions.

Work Experience

Technical Support Engineer at ScienceLogic | Sep 2021 – Present | Remote

- Resolved complex Tier 2 escalations, coordinating with cross-functional teams.
- Automated deployment processes with Python, significantly reducing manual workload.
- Developed a Generative AI application for streamlined access to internal documentation.
- Led critical bug resolutions, collaborating with internal teams to implement fixes.
- Created a large-scale automation project to validate customer vulnerability reports and streamline research on patch status.

Technical Support Engineer at LogicMonitor | Jan 2021 – Sep 2021 | Remote

- Served as SME for Azure and Python, resolving complex ATSE issues.
- Spearheaded LM Logs support, mastering FluentD, Logstash, and Grafana Loki.
- Led APM product launch support, integrating Jaeger, OpenTelemetry, and Prometheus.

Associate Technical Support Engineer at LogicMonitor | Mar 2020 – Dec 2020 | Remote

- Facilitated 2,000+ IT product integrations via Zendesk support.
- Authored Knowledge Base articles and public-facing support documentation.
- Relayed customer feedback to the product team, enhancing product development.

Education

- **Bachelor of Science in Network Engineering and Security – Cisco Track**, Western Governors University (Graduated May 2024)
 - Focused on network security, automation, and troubleshooting.
- **Bachelor of Science in Cloud Computing**, Western Governors University (Graduated June 2022)
 - Studied cloud computing architecture, networking, security, development, automation, and operations.
- **Management and Organization**, Penn State University (2003)
 - Completed 115 credits towards degree.

Certifications

- [Cisco Certified CyberOps Associate](#) (2024)
- [VMware Certified Professional – Data Center Virtualization](#) (2023)
- [Cisco DevNet Associate](#) (2023)
- [Cisco Certified Network Associate \(CCNA\)](#) (2023)
- [AWS SysOps Administrator](#) (2021)
- [AWS Solutions Architect Associate](#) (2020)
- [CompTIA Linux+](#) (2020)
- [ITIL 4 Foundation](#) (2020)

Technical Skills

- **Programming:** Python, Bash, PowerShell, JavaScript
- **Cloud & Virtualization:** AWS, Azure, VMware
- **Containers & Orchestration:** Docker, Kubernetes, Docker Swarm
- **Databases:** MariaDB, MySQL, Couchbase, Redis, Scylla
- **Monitoring & Logging:** ScienceLogic, LogicMonitor, Prometheus, Grafana, ELK Stack
- **Networking:** Routing, Switching, TCP/IP, SNMP, Wireshark
- **Productivity Tools:** Salesforce, Slack, Microsoft Teams, Jira, Confluence, BitBucket, GitHub
- **Other:** REST APIs, GraphQL, Nginx, Kafka, DRBD, Corosync, Pacemaker

Publications

- **Cloud Computing Thesis**, Western Governors University (2022)
 - [Building and Monitoring a Kubeflow ML Pipeline Using AWS EKS, Prometheus, and Grafana](#)