Ryan Peterson

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Professional Summary

Results-driven Senior Technical Support Engineer with 5 years of experience in enterprise SaaS operations, production support, and automation. Expert in root cause analysis, on-call incident response, and building scalable solutions that enhance system reliability and customer satisfaction.

Work Experience

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

- Promoted to Senior Technical Support Engineer in April 2025, recognizing technical leadership and impact.
- Maintain exceptional 4.8/5.0 all-time CSAT rating, demonstrating strong customer empathy and technical communication skills
- Resolve complex Tier 3 escalations, coordinating with cross-functional teams on critical bug fixes.
- Specialize in deep-dive root cause analysis investigations for complex production issues to systematically identify underlying root causes instead of workarounds, preventing recurring incidents and improving overall system reliability.
- Automated drop file deployment processes with Python, significantly reducing manual workload for customers with large footprints.
- Developed a proof-of-concept Generative AI application for streamlined access to internal documentation and piloted other support use-cases of GenAI such as Salesforce Einstein for KB creation.
- Created a large-scale automation project to validate customer vulnerability reports and streamline research on patch status.
- Participate in quarterly on-call rotation providing 48-hour weekend coverage plus two additional weekend shifts per quarter, ensuring 24/7 support.

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

- Served as SME for Azure and Python, resolving complex ATSE issues.
- Created Groovy and PowerShell DataSources for monitoring data collection.
- 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)*
    - Cloud architecture, networking, security, development, automation, and operations.
- **Strategic Management and Organization**
  - *Penn State University (2003, Completed 115 credits towards degree)*

Certifications

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

Technical Skills

- **Programming**: Python, Bash, PowerShell, JavaScript, Groovy
- **Cloud & Virtualization**: AWS, Azure, VMware
- **Containers & Orchestration**: Docker, Kubernetes, Docker Swarm
- **Databases**: MariaDB, MySQL, Couchbase, Redis
- **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

Personal Projects

- **Debtonator** - Full-stack financial management system with FastAPI backend, React frontend, and 94% test coverage. Features automated cashflow analysis, recurring transaction handling, and comprehensive API design.
- **PyGithub MCP Server** - Model Context Protocol server enabling AI assistants to interact with GitHub APIs. Implements modular tool architecture, robust error handling, and rate limiting for production reliability.
- **BlackPlus** - Python formatter extension that enhances Black with docstring formatting capabilities. Published on PyPI, demonstrating open-source contribution and developer tooling expertise.