

Brett Howell

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Experience in both the for-profit and not-for-profit sectors. Currently a DevOps Engineer Intern at an international cutting-edge AI tech startup. Concurrently utilizing both technical skills and strong customer service relationships in a technical support role for the non-profit sector of the greater Rochester area.

PROFESSIONAL EXPERIENCE

MENRVA TECHNOLOGIES

DevOps Engineer Internship

Remote

August 2023–Present

- Spearheaded full-stack development initiatives using the MERN stack, contributing to the robustness and scalability of our application suite.
- Conducted in-depth presentations on Docker and Git, enhancing the team's proficiency and streamlining our continuous integration and deployment workflows.
- Architected a resilient cloud infrastructure to host microservices-based applications, optimizing for scalability and reliability.
- Developed strategic plans for the automation of application deployment, leveraging Terraform and GitHub Actions to reduce time-to-market and increase deployment frequency.

CENTER INFORMATION SERVICES

Technical Support

Rochester, NY

August 2023–Present

- Provided comprehensive technical support to non-profit agencies in the Greater Rochester area, ensuring efficient resolution of technology-related inquiries.
- Managed and resolved technical issues promptly using a sophisticated ticketing system, enhancing service quality and client satisfaction.
- Contributed to cybersecurity initiatives, implementing measures to protect against vulnerabilities and secure client data integrity.
- Supported the streamlined delivery of technology services, facilitating improved operational efficiency for CIS's non-profit partners.
- Fostered a collaborative work environment, partnering with colleagues to ensure timely and effective issue resolution for a seamless client experience.

EDUCATION

AWS SOLUTIONS ARCHITECT ASSOCIATE CERTIFICATION

January 2023

MONROE COMMUNITY COLLEGE

Biology (A.S. Degree)

Rochester, NY

June 2015

ADDITIONAL SKILLS

AWS Python Linux Terraform Git Docker CI/CD Serverless Frontend