Brett A. Miller

Cypressbam@gmail.com ❖ (281)673-8110 ❖ LinkedIn ❖ Denver, CO

OBJECTIVE

- Results-driven engineer with a strong technical background and proven ability to analyze technical challenges, develop effective solutions, and collaborate with teams to achieve project goals.

EDUCATION

Texas A&M University-Corpus Christi

Bachelor of Science, Computer Science   *Corpus Christi, TX*

WORK EXPERIENCE

Sales Engineer I

Datadog   *Aug. 2024 - Present*

- Diagnosed and resolved critical Datadog implementation issues across diverse cloud environments (AWS, Azure, GCP), leveraging strong debugging and analytical skills to ensure optimal platform performance and reliability for customers.
- Supported multiple customer accounts with diverse technology stacks, actively learning and applying knowledge of various system architectures to provide effective platform guidance and troubleshooting.
- Demonstrated expertise across 10+ Datadog products within DevSecOps, DevOps, and Observability, utilizing this knowledge to effectively communicate their technical functionalities and benefits to diverse audiences.
- Collaborated closely with customers to thoroughly understand their technical challenges, leveraging knowledge of the Datadog platform to demonstrate and recommend tailored solutions.

Software Engineer II

United Services Automobile Association (USAA)   *Jan. 2022 - Aug. 2024*

- Translated complex technical concepts into understandable language for non-technical stakeholders, facilitating decision-making and buy-in for proposed solutions.
- Guided junior team members through mentorship on internal systems, Object-Oriented Programming (OOP), and corporate relationship-building, fostering professional growth and development while also leading to shortened onboarding times and new hires for USAA through the internship program.
- Assisted in interviewing and evaluating potential new hires for the team, contributing to the selection of top talent to support team growth and success.
- Collaborated with cross-functional teams to architect and develop technical solutions aligned with business objectives, ensuring seamless integration of technology and business requirements.
- Leveraged expertise in AWS, Terraform, and serverless architectures to design scalable and cost-effective solutions tailored to meet client requirements.

Software Engineer III

United Services Automobile Association (USAA)   *May 2021 - Jan. 2022*

- Led Salesforce Developer and Administration initiatives, enhancing business operations.
- Implemented innovative solutions to streamline processes and optimize system performance.

SKILLS

- **Technical Skills:** AWS, Azure, GCP, Docker, Kubernetes, Containerization, Terraform, AWS Lambdas, NodeJS, Java, JavaScript, SpringBoot, React, Salesforce, Windows, Linux, Agile & Scrum methodology, troubleshooting, collaborative development.