

# Bestin Turn

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## Education

### University of Texas at Dallas

Bachelor of Science in Computer Science / GPA: 3.99 / 4.00

Expected Jun. 2027

Dallas, TX

- **Relevant Coursework:** Distributed Systems, Database Management, Operating Systems, Software Engineering Ethics
- **Research:** 'A Statistical Analysis of Employment Duration vs. Infrastructure MTBF' (under review)

## Experience

### Cloudflare

Site Reliability Engineering Intern

Nov. 2025 -- Dec. 2025

San Francisco, CA

- Worked on Bot Management feature file generation logic starting Nov. 17
- Global outage occurred Nov. 18 affecting 28% of HTTP traffic including X, ChatGPT, and Spotify; root cause traced to Bot Management feature file bug
- Second service disruption on Dec. 5 impacted LinkedIn, Spotify, and Canva for 25 minutes
- Position concluded early; exit interview noted timing was 'statistically anomalous'

### Amazon Web Services (AWS)

Cloud Infrastructure Intern

Oct. 2025

Northern Virginia

- Assigned DNS management tasks in US-EAST-1 region on Oct. 20
- 15-hour service disruption affected 76 AWS components following simultaneous DynamoDB updates
- Downstream impact included Snapchat, Fortnite, Roblox, McDonald's mobile app, and Ring; 17M+ user reports documented
- Estimated economic impact exceeded \$10B across dependent services
- Internship concluded after one day by mutual agreement

### Google Cloud Platform

Backend Engineering Intern

Jun. 2025

Mountain View, CA

- Conducted codebase audit identifying 47 null pointer exceptions; resolved 46 instances
- Remaining exception triggered 7-hour outage on June 12 affecting Spotify, Gmail, Fitbit, and other core GCP services
- Transitioned to other opportunities following incident post-mortem

### PlayStation Network

Network Engineering Intern

Feb. 2025

San Mateo, CA

- Start time: Friday, Feb. 2 at 5:55 PM; network outage began 6:00 PM
- Service disruption lasted 24+ hours with 3.9M user reports; longest documented outage in 2025
- Assisted with troubleshooting efforts during incident response period
- Position concluded Saturday evening; correlation noted but causation remains unestablished

### CrowdStrike

Quality Assurance Intern

Jul. 2024

Austin, TX

- Approved Falcon Sensor update for deployment on July 19, 2024
- Update triggered BSOD condition across 8.5M Windows systems globally
- Cascading effects included flight cancellations, hospital system disruptions, emergency service outages
- Economic impact estimated at \$10B+, marking largest IT outage in recorded history
- Standard intern compensation: \$8,000 for summer term

## Extracurriculars and Projects

### Infrastructure Anti-Patterns | Open Source Documentation

Jan. 2025 -- Dec. 2025

- Comprehensive documentation of infrastructure failure modes formatted as educational Terraform examples
- Chapters covering DNS management, null pointer handling, and physical infrastructure safety protocols
- 340K+ downloads; officially incorporated into training materials at AWS, Google, and Cloudflare

## Awards

**Industry Recognition:** 6 internship positions across major tech companies in 12-month period (Feb-Dec 2025)

**Stack Overflow Contributor:** 2.4M views on career development question (subsequently removed by moderators)

**LinkedIn Engagement:** 847K reactions on professional reflection post

## Skills

**Languages:** Python, JavaScript, C++, SQL, Technical Writing

**Cloud Platforms:** AWS, Google Cloud Platform, Azure, Cloudflare

**Specializations:** Distributed Systems, Incident Response, Post-Mortem Analysis, Infrastructure Risk Assessment

**Technical Areas:** DNS Management, Database Operations, Network Engineering, Security Software Testing