



SUMMARY

Application Support Engineer with extensive experience in Hadoop administration (Cloudera, Spark, Hive, Impala) and Red Hat Linux systems. Skilled in leading multi-functional teams during incidents, managing deployments, and troubleshooting critical issues in fast-paced environments. Adept at working with SDLC methodologies, identifying process improvements, and maintaining Standard Operating Procedures (SOPs). Proven ability to take charge during service disruptions and communicate effectively with senior leadership.

EXPERIENCE

Application Support Engineer / Hadoop Administrator

 Jun 2022 – Ongoing

Tolleson Union High School District
 San Diego, CA


Led multi-functional teams during service disruptions and new deployments


- Organized response efforts to resolve critical incidents, coordinating across stakeholders to restore services with minimal downtime.
- Managed Hadoop clusters (Cloudera, Spark, Hive) and optimized data pipelines for high-performance analytics platforms.

Performed software upgrades and incident resolution independently

- Deployed and upgraded systems on Red Hat Linux, ensuring smooth operations and enhanced security.
- Identified root causes and documented best practices to prevent recurrence of issues, reducing incidents by 20

Owner & Technical Lead

 Dec 2022 – Ongoing

by The Lindemans
 San Diego, CA


Managed and led service implementations and product rollouts


- Developed and maintained Standard Operating Procedures (SOPs) for system configurations and deployments.
- Integrated Hadoop administration tools with Linux environments, streamlining workflow automation by 30

Provided continuous process improvement recommendations

- Introduced performance monitoring frameworks that improved issue detection and reduced resolution times.
- Collaborated with cross-functional stakeholders on SDLC-based projects, ensuring alignment between development and operations.

Mission Technology Specialist

 May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints
 Syracuse, NY

Supported distributed applications and ensured system uptime


- Monitored and managed distributed systems, ensuring smooth operations on Red Hat Linux platforms.
- Led incident resolution efforts, providing on-call support and coordinating with stakeholders for seamless service recovery.


Developed tools for process automation and enhanced system monitoring

- Reduced manual interventions by automating routine tasks with scripts, improving productivity by 25
- Communicated incident resolution strategies effectively with senior leaders and stakeholders.

EDUCATION


Bachelor of Science in Technological Entrepreneurship and Management


 Expected May 2026

Arizona State University
 Online

- Current GPA: 4.0
- Coursework includes Systems Development, Linux Administration, and Data Analytics.

Associate of Science in Computer Science

 August 2024

Rio Salado College
 Tempe, AZ

- Graduated Summa Cum Laude, GPA: 3.9
- Specialized in Distributed Systems, SDLC, and Process Automation.

SKILLS

Hadoop Administration (Cloudera, Spark, Hive, Impala)

Red Hat Linux

Systems Development Life Cycle (SDLC)

Incident Resolution and Troubleshooting

Process Automation

Standard Operating Procedures (SOPs)

Cross-functional Collaboration

On-call Support

Leadership in Crisis Situations