David **Kernan**

Technical Solutions Engineer

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Skills

Languages	**Python**, Java, JavaScript, Bash, Standard SQL, Golang
Operating Systems	**Linux/UNIX**, Network Architecture
Web Technologies	REST, **TCP/IP**, **HTTP**, jQuery, Closure, DNS, Enterprise Grade SMTP, ReactJS
Frameworks	Kubernetes, gRPC, Protobuf, **Django**, Flask, Docker
Cloud Computing Platforms	Amazon Web Services (EC2, VPC, S3, CloudFront, SQS, SNS, SES), **Google Cloud**, G Suite, Serverless
Experience	Linux System Administration, Building Application Monitoring, SLO's, **High-Touch Technical Support**
Miscellaneous	Intellij's IDE, Vim, Version Control (**Git**, Piper), Bazel Build System

Experience

Google
Dublin, Ireland

Technical Solutions Engineer, Google Cloud — *December 2015 - PRESENT*

- Working within the Google Cloud Support team based in Dublin.
- Global specialist in Gmail's infrastructure and overall delivery systems.
- Closely aligned with the Gmail SRE team in EMEA and North America.
- Involved in scaling customer support efforts by identifing case trends and developing custom tooling.
- Lead Developer for external support tooling, reducing case volume via self-help ability.
- Participated within code change reviews related to Support's Python tools.
- Working cross-functionally with the Customer Success, Engineering, and Product teams
- Triaging in-product bugs, prioritization, and implementation of code-level product fixes.
- Delivering in-depth product training to the Global Support team.
- Participated in oncall rotations - including oncall rotation for product outages and weekend escalations.
- Involved in Google's external Outage Communication Management team for global outages.
- Led the technical team within Google's 1:Many Developer Support effort.

Amazon Web Services
Dublin, Ireland

Developer Support Engineer — *August 2013 - November 2015*

- Started into a Graduate role performing case-work supporting SMB sized businesses, within in a Developer Support role.
- Provided technical consulting to AWS Business level customers.
- High-Touch Linux, Windows, and Networking stacks within Amazon Web Services
- Promoted into a larger role which supported Enterprise customers, whilst specializing within Cloud Storage products (CDN, Block-Storage).
- Consistently high case feedback score and frequent high case volume.

HEAnet
Dublin, Ireland

Network Engineer Intern — *April 2012 - September 2012*

- Worked within the Schools Network Operations Center (SchoolsNOC).
- Triaging incoming Tickets from the network clients on the Irish Schools Network
- Troubleshooting and diagnosing Network issues remotely.
- Implemented scripted automation where possible for routine tasks.
- General IT related work (Configuring and replacing office PCs)
- Visits to HEAnet's co-lo datacenter's (Which included general IT configuration and replacing failed hardware).

Dublin City University
Dublin, Ireland

Programming Tutor — *September 2010 - March 2011*

- Teacher's Assistant role.
- Supervised and assisted programming workshops to first year Computer Science undergraduates. corrected homework assignments.

Honors & Awards   Domestic

2011	**3rd Place**, ACM IrlCPC Programming Competition	*Cork, Ireland*
2012	**Best University Event**, Dublin City University's Game Society	*Dublin, Ireland*
2014	**AWS Certified SysOps Administrator - Associate Level**, Amazon Web Services Certifications	*Dublin, Ireland*
2019	**Stratosphere Q2 2019**, Google Cloud Employee Recognition Award	*Dublin, Ireland*

Education

Dublin City University
Dublin, Ireland

Bachelor of Science in Computer Applications

2009 - 2013

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Dublin, Ireland

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2009 - 2013