Mac Chaffee

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he/him

Technical professional with 6 years of experience
driving documentation efforts at every opportunity.

EXPERIENCE

DevOps Engineer @ Qdrant – *Vector Database Hosting for AI* Sep '23-Present
- Maintained a fleet of regional Kubernetes clusters in AWS, GCP, and Azure
- Created the documentation and mitigations for 7 major incidents
- Prioritized our quarterly roadmap by calculating revenue potential
- Co-authored a CVE announcement blog post

Cloud DevOps SysAdmin @ RENCI – *Research Computing Institute* Jul '21-Sep '23
- Designed and deployed the largest Kubernetes cluster in the UNC system
- Gathered user feedback and developed a roadmap for the platform
- Hosted training sessions to teach users about our Kubernetes platform
- Created an extensive documentation repository explaining the platform
- Frequently recognized for providing excellent, empathetic support for my users
- Contributed 70+ pull requests to various open source repos
- Became the most-prolific contributor to the IT group's internal and external wikis

Software Engineer @ Cisco – *Network Equipment Testing* May '19-Jul '21
- Developed and maintained 5 of our 23 microservices (Python, Golang)
- Administrated several on-premise Kubernetes clusters and Jenkins workers
- Overhauled our developer-facing documentation and added sequence diagrams
- Implemented security compliance via ISO-27000, CIS, and internal standards
- Awarded for:
    - Rapidly fixing several production issues
    - Training others in my area of expertise
    - Delivering a new deployment model to our largest customer in 1 month

Software Engineering Intern @ Inmar – *Business Intelligence* Jun '18-Aug '18
- Built a scalable and fault-tolerant chat bot that processes rebates
- Learned C#, AWS, Python, Docker, and OpenCV

Software Engineering Co-Op @ Honeywell – *Utility Metering Analytics* Jun '16-Dec '17
- Built the data pipeline of a $100M web app that detects electricity theft
- Learned Python, Django, Kubernetes, Celery, and SciPy

PRIMARY SKILLS

Kubernetes	Python	GitOps	Logging	Networking
Containers	Bash	Agile	Monitoring	Storage
AWS/GCP	Ansible	SOC2/ISO27k/CIS	SRE	Linux
K8s Operators	Terraform	Markdown Docs	AI/ML Ops	Security

PERSONAL PROJECTS

Personal Technical Blog   '20-Present
- Authored 13 posts about various technical topics
- Obtained the #1 and #2 slot on Hacker News simultaneously

RuneScape Wiki Contributor   '24-Present
- Thanked by wiki administrators for 2 major contributions

Volunteer Hackathon Mentor   '22-Present
- Mentored dozens of students at HackNC and PearlHacks every year
- Explained advanced topics to beginner programmers for 14 hours straight

Home Lab IPv6 + NixOS   Oct '22-Jul '23
- Learned NixOS to deploy a blogging site and a Factorio server
- Learned IPv6 and OpenWRT to add dual-stack support to my home network
- Learned systemd sandboxing to contribute a new NixOS module
- Contributed info about Factorio server administration to the NixOS wiki

3-Time Hackathon Award Winner   '16-'19
- Built an Android app in that reminds you to use gift cards when near stores (2019)
- Built and pitched a "computer aquarium" network monitoring tool in Python (2018)
- Built a Django site to compare political candidates using 3 different APIs (2016)

EDUCATION

North Carolina State University   GPA: 4.0
- Bachelor of Computer Science Class of 2019
- Relevant courses:
    - Academic Writing and Research – Fall 2015
    - Communication for Engineering and Technology – Fall 2018