Theodore Herzfeld

DevOps/Systems Engineer

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Problem driven AWS certified DevOps Engineer with 4 years experience developing CI/CD pipelines and building cloud and on-prem infrastructure with infrastructure as code tools. Demonstrated history of improving deployment times and making developers' lives easier with automation.

Certifications

- Amazon Web Services (AWS) Cloud Practitioner

Work experience

DevOps/Systems Engineer   Apr 2023

Zillow

Responsible for on-prem and cloud deployment of Real-estate agent facing applications for Showingtime, the nation's largest real-estate CRM, present in all markets across the USA, grossing **$1.95 billion** in revenue company-wide

- First responder to Cloudstrike outage, responded quickly and triaged the incident, resulting in reduction of outage time company-wide by **hours**.
- Authored **Ansible roles** for system provisioning, application **deployment**, and **configuration**, enabling automated and self-service application deployment and configuration for developers.
- Wrote **Dockerfiles** and **Kubernetes** manifests in response to developer needs to facilitate build and deployment of new applications.
- Created Packer/**Teamcity**/Vagrant build pipeline to create VM packages for analysts to test against, eliminating the requirement to build and provision test environments on the analysts' laptops, reducing required direct intervention and allowing self-service troubleshooting and repair.
- Enabled **building** and **deployment** of new applications in response to developer needs by creating new **CI/CD** pipelines and scripts.
- Authored **Terraform** modules to create, provision, and manage **AWS cloud** and on-prem infrastructure, implementing **infrastructure as code (IAC)**.
- Worked in **Vsphere** to create and maintain infrastructure in response to developer needs and operational incidents.

DevOps Engineer   Feb 2022 - Feb 2023

Gannett | USA TODAY NETWORK

Responsible for deployment and troubleshooting of various internal and external applications for organizations company wide, including USA Today; supporting more than 11,000 employees and **millions of visitors** in site traffic

- Migrated **Jenkins** pipelines to **Github Actions**, optimizing **CI/CD** pipelines across a number of applications and **reducing deployment times** from 20-40 minutes to 30 seconds to 5 minutes.
- Created **Python** library and Docker container for Github Actions, allowing developers to write CI/CD pipelines directly in Python, enabling development of pipelines across various applications with a simplified library.
- Authored **Helm** charts, **Dockerfiles,** and CI/CD pipelines in response to company needs for new applications, enabling rapid deployment of new services.
- Developed and Maintained Github Actions pipelines, enabling CI/CD for developers.
- Completed **on-call** shifts during business and non-business hours to maintain uptime and troubleshoot and resolve issues.

Intern - Full Stack Software Development   Aug 2018 - Sept 2018

Merakey

- Full-stack development using **MS SQL** database, **REST API** in **C#** and **Angular** front end.
- Built a front-end service for users to access medial compliance data.

Advanced Repair Agent   Feb 2018 - Feb 2022

Geek Squad

Provided front-line support and repair for public users, including hardware and software repair, and logical data recovery

- **Interpersonal communication**, **conflict resolution**, and **de-escalation.**
- Actively **promoted** from front-desk intake and support agent to full-service technician.
- **Restored data** for clients using advanced data recovery techniques such as **file-carving** and **filesystem repair**.
- Created **automation scripts** to connect systems to WiFi or install applications, reducing repair times.
- Software and Hardware **troubleshooting** and problem resolution.
- **Repair** and replacement of damaged or malfunctioning parts.

Projects

Personal Homelab   2018 - Present

Deployment and Maintenance of a homelab environment from hardware up consisting of multiple servers and service architectures.

- Self-hosted/managed **Kubernetes cluster**
- **Terraform** - wherever possible
- **Ansible** - server provisioning, configuration, and management
- **Hashicorp Vault** secrets management
- **GitOps** and **CI/CD - Argo, Gitlab Pipelines**
- **Nginx reverese proxy** with **LetsEncrypt certificates**
- Custom **DNS** - Pihole, Bind, Cloudflare DOH proxying
- Cloudflare DDoS protection
- Cloudflare Tunnels
- **Fedora (RHEL)** and **Ubuntu** servers
- Dell and SuperMicro servers (IPMI and DRAC)
- Proxmox **virtualization**
- **Docker** and **docker-compose**
- Custom Docker images
- Cisco networking hardware
- PfSense **router/firewall**
- **SMB** and **NFS** storage
- Linux **raid** - ~54 Gib usable in XFS. 2 Raid6 arrays spanned by LVM

Qualifications

Core Skills

AWS, GCP, Terraform, Ansible, Kubernetes, Docker, CI/CD, Linux, Windows, Vagrant, Packer, VMware, VSphere, Github Actions, Gitlab CI/CD, Teamcity, ArgoCD, Jenkins, Python, Java, Javascript, Bash, Powershell, Golang, C#, information security, security engineering, AI, operating systems, customer support, cloud engineering, platform engineering, networking, Unix, data migration, APIs

Education

Associates   2018 - present

Northern Virginia Community College

Associates Science Computer Science