

# Austin Bottorff

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## DevOps Engineer II

Over five years of progressively more complex and challenging professional accomplishments. A self-starter and quick learner, I have a high level of technical competence in the following areas:

- AWS
- SQL administration and maintenance
- Jenkins administration and pipeline creation
- Linux systems administration
- Shell Scripting

## WORK EXPERIENCE

### Wrench, Inc. • Seattle, Washington, United States • 10/2018 – 03/2024

Wrench was designed for the mutual benefit of our customers and our mechanics. We strongly believe in the power of a shared economy and frankly we just don't like paying more than we have to for auto repair and maintenance or waiting around to do so. The Wrench platform is designed and built for efficiency and ease of use by providing mobile auto repairs and maintenance where and when you need them. Wrench takes the stress out of owning a car and keeping it running smoothly by bringing only certified mechanics near you to your door, saving you time and delivering quality repairs and maintenance. Our leadership team understands problems like these and aims to solve them with technology.

#### DevOps Engineer II • Full-time

- Design, develop, and maintain automated build, test, and deployment pipelines
- Monitor and troubleshoot system performance and availability
- Develop and maintain scripts for system automation
- Implement and maintain source control systems
- Implement and maintain continuous integration and continuous delivery systems
- Develop and maintain monitoring and alerting systems
- Develop and maintain infrastructure as code
- Develop and maintain security policies and procedures
- Collaborate with development teams to ensure successful deployments
- Research and recommend new technologies and tools to improve system performance and reliability
- Develop and maintain documentation for system architecture, processes, and procedures

**DevOps Engineer • Full-time**

**QA Test Engineer • Full-time**

**Customer Service Representative • Full-time**

**Guestware • Greater Seattle Area • 01/2013 – 01/2018**

Founded in 1990, Guestware pioneered many of the modern hotel guest experience management best practices. Guestware is a privately held company specializing in hospitality CRM and headquartered in Seattle, Washington. The company's legal name is Diversified Computer Corporation, but it does business as Guestware. Guestware has been implemented in over 1,600 hotels and resorts and over 75 countries worldwide.

**Technical Support Specialist • Full-time**

- Maintained, administered, and supported over 300 stand alone and hosted sites
- Performed routine maintenance of SQL databases on the above sites
- Addressed and resolved all technical issues with the SQL databases and the Guestware application
- Supported all aspects of the server, clients, and end users at Guestware locations both domestically and internationally
- Automation project involving Powershell scripting as well as identifying areas for improvement and automation

**IBM • Greater Denver Area • 04/2010 – 03/2012**

**Front facing support agent • Full-time**

- Performed initial triage of all incoming support issues
- Dispatched all technical calls to appropriate support groups
- Resolving support contract disputes and discrepancies

**Wayport/ATT Wifi • Austin, Texas Area • 10/2007 – 01/2010**

**Technical Support Agent • Full-time**

- Supported WiFi and Ethernet connectivity at over 10,000 customer sites
- Supported end users and locations by troubleshooting and resolving all connectivity issues at those member sites

**teleNetwork • Austin, Texas Area • 05/2007 – 10/2007**

**Technical Support Representative • Full-time**

- DSL modem setup of Linksys routers and various modem models
- Email account setup and support
- All aspects of connectivity support

## **EDUCATION**

**Degree in Graphic Design**

East Central College

## SKILLS

Amazon EC2, Amazon Linux, Amazon Relational Database Service (RDS), Amazon S3, Amazon VPC, Amazon Web Services, Angular, Apache, AWS Athena, AWS Command Line Interface (CLI), AWS EKS, AWS Elastic Beanstalk, AWS Identity and Access Management (AWS IAM), Bitbucket, Continuous Integration and Continuous Delivery (CI/CD), DevOps, Docker, Git, Google Workspace, Groovy, IntelliJ IDEA, JavaScript, Jenkins, Jira, Kubernetes, Linux, Nginx, Shell Scripting, SQL, Terraform, Vim