Alexander S. Corey

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LinkedIn | Portfolio | GitHub

TECHNICAL SKILLS
- **Programming Languages:** Python
- **Version Control:** Git
- **Development Tools:** Visual Studio Code (VSCode), GitHub
- **Monitoring:** Grafana, Datadog, Kibana, Splunk, OpsGenie
- **Other:** Linux, CI/CD, Jira, Confluence, Documentation, Incident Response

PROFESSIONAL EXPERIENCE

Mercury Insurance   February 2024 - Present
Senior Network Operations Center Engineer
- Managing production incidents for a top 20 U.S. insurance company using tools such as SolarWinds, AppDynamics, and Splunk
- Identifying and proposing process improvements in areas such as incident response and documentation

ServiceTitan   August 2021 - October 2023
Network Operations Center Engineer
- Worked closely with the Site Reliability/Infrastructure team to document/take over the global release process; worked on five major release deployments with a U.S. and Armenia based NOC team
- Created more than ten runbooks related to major and minor release processes and trained other team members on these tasks for a $9 billion SaaS startup that caters to plumbers and electricians
- Managed daily deployments of hotfixes for monolith and microservice deployments using GitHub, TeamCity (CI/CD), Microsoft Azure and Kubernetes
- Performed rollback of code to "last known good" in cases where critical issues were caused by code or configuration changes
- Identified production issues using observability tools such as Grafana, Datadog, OpsGenie and log analysis tools such as Kibana

Omnitracs   December 2016 - August 2021
Network Operations Specialist **(2019-2021)**
- Monitored a mix of on-premises and cloud infrastructure using VMware vSphere, AWS CloudWatch, OpsGenie, and legacy custom built tools
- Performed initial troubleshooting of Linux, Windows, and OpenVMS systems
Associate Network Operations Specialist **(2016-2018)**
- As part of a 24/7 NOC, worked closely with engineering and support teams to minimize production impact to trucking customers for a leading fleet management software company
- Updated a ten week onboarding document and skills matrix to include new tools such as Datadog

EDUCATION
*University of Nevada, Las Vegas***: Bachelor of Arts in Computer Science**   August 2020
*California State University, Northridge***: Bachelor of Arts in Journalism**   May 2015

CERTIFICATIONS
Amazon Web Services: AWS Certified Cloud Practitioner
Cisco: CCNA Routing & Switching
CompTIA: A+, Network+, Security+
PeopleCert: ITIL Foundation