Andrew Dussault

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WORK EXPERIENCE

Edgio (formerly Limelight Networks)   **Sept 2021 – June 2022**
IT Support / Customer Support Engineer   *Phoenix, AZ*
- When Edgio acquired Layer0 in 2021, I led the effort in merging the IT infrastructure between the two companies, acting as a project manager, team lead, & doing large parts of the actual work of integration.
  - set budgetary needs, communicated expectations to management, coordinated with many teams on both companies, prioritized tools for migration, worked with vendors to manage each tool transition, sent out company wide comms as the migration completed, & dug into the technical backend of many of the company tools to accomplish the actual work of migration.

Layer0 (formerly Moovweb)   **June 2020 – Sep 2021**
IT Support   *San Francisco, CA/Remote*
- During the pandemic, was responsible for the IT systems for a globally distributed startup of ~120 employees, including device management (Mosyle & Apple Business), onboarding/offboarding, app management (Google Workspace, SSO integrations, Atlassian, Github, Salesforce, Slack, Pagerduty, & more), & systems support.
- Managed the transition of the company IT systems from on prem to cloud-based systems, & handled take down, storage or liquidation of all IT hardware as the company transitioned out of an office.
- Worked with the security team to set, enable, & enforce security policies, performed audits on Github repos

Layer0   **Aug 2017 – June 2020**
Platform Support Engineer   *San Francisco, CA*
- Owned platform support for all clients, directly working with companies such as GEICO, Vistaprint, AIG, & 1800 Flowers, diagnosing & troubleshooting networking, SSL Cert, security, performance, & product issues
- Used log analytics (Sumo Logic) to troubleshoot platform & network issues & create alerts on customer logs
- Interfaced between engineering team & clients, bridging gaps in communication, identifying & addressing mismatched expectations in a timely manner, & coordinated communication around maintenance & incidents
- Worked with management to create support & escalation processes for the company, & integrate those processes into support tools (Pagerduty, Atlassian, Slack, Zoom Phone)

Layer0   **Sep 2015 – Aug 2017**
QA & Support Engineer   *San Francisco, CA*
- Handled QA for live site maintenance & site implementation for major ecommerce websites such as Petco.com

University of California, Berkeley-Space Sciences Laboratory   **Sep 2013 - July 2015**
Staff Research Associate   *Berkeley, CA*
- Investigated the recovery of samples from a crashed NASA mission to the sun. Used Python to develop an image analysis application to analyze damage & cleaning attempts on the collector foil via SEM images.

EDUCATION

University of California, Berkeley - *B.S. Materials Science & Engineering*   **2013**

SKILLS

- Client management, interdepartmental coordination, Data Analysis & presentation, Sumo Logic, git, basic Python, Javascript, shell scripting & mySQL, Troubleshooting: networks, SSL & HTTP, HTML, curl, DNS, traceroute
- **Admin**: Google Workspace, Github, Slack, Atlassian, AWS, Pagerduty, Salesforce, Phone IVR, SSO & App Integrations, Device Management, Mac OS X, some Linux & CISCO administration