

Matthew B. Courter

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Professional Experience

Crown Castle

Software Engineer III: DevOps

April 2016 - August 2023

March 2021 – August 2023

Member of the DevOps team responsible for deploying CI/CD pipelines & infrastructure as part of a migration from on-prem to cloud solutions. Worked closely with platform and development teams to speed up the process of provisioning and deploying new applications. Weaved observability and load testing solutions into pipelines to increase confidence in code as it is deployed across environments.

- Played a pivotal role in the migration of CI/CD pipelines to the Harness.io platform through the development of reusable Terraform modules to scaffold projects, environments, & services for newly onboarded teams
- Designed & implemented role-based access control (RBAC) for Harness including Azure AD group creation via Terraform
- Contributed to the migration of our source control management solution from Azure DevOps to Github Enterprise including the automation of organization rulesets in Github to enforce best practices for a trunk-based development strategy
- Worked on various efforts around application and CI/CD templating in alignment with the team's prime directive to create a 'one-click to prod' application generation toolset
- Participated in a DevOps support rotation aiding in the resolution of pipeline issues, addressing queries related to observability, and providing support for challenges pertaining to cloud services
- Developed a Python FastAPI application which leveraged Boto3 to act as a reverse proxy for application documentation hosted in S3
- Created an Azure DevOps (ADO) CI/CD pipeline to autonomously deploy a React Native app to the Google Play Store and the Apple App Store (TestFlight) in collaboration with the GIS team
- Developed & maintained numerous ADO pipelines utilizing both YAML and the classic editor
- Led the deployment & configuration of new SaaS Dynatrace environments including the deployment of configurations using Terraform and Cookiecutter to give teams a consistent day 1 observability experience when standing up new applications
- Automated the creation & population of team specific management zones in Dynatrace and alerting profiles integrated with ServiceNow

Role Specific Skills: Terraform, AWS, Python, Lambda, MSK, Harness.io, Azure DevOps, Dynatrace, Splunk, Git, Kubernetes, Docker, Cloudwatch, Azure, Linux, React, IaC

Application Engineer: Observability

November 2017 – March 2021

Member of the centralized systems team acting as a liaison between developers and architects to provide frontline support for application issues across all environments. Worked to continuously improve the observability toolset available to developers and quality engineers. Championed k6 for load testing applications in the organization and developed a suite of tools to increase adoption among developers.

- Assumed primary responsibility for investigating production issues by leveraging Dynatrace and Splunk, ensuring prompt and effective incident resolution
- Designed and implemented an 'environment status' application written in Angular & Java Spring Boot for real-time visualization of over 40 Microservices spanning 5 environments
- Responsible for the deployment and upkeep of our on-premise Dynatrace managed infrastructure, overseeing a group of 15+ VMs
- Performed Splunk maintenance tasks including the configuration of regex rules for log parsing, tagging, & log forwarder troubleshooting
- Created and maintained Splunk reports to illustrate user behavior metrics for stakeholders
- Wrote Splunk alerts to proactively detect critical system events
- Hosted learning sessions with development teams to foster observability tool skill enhancement and knowledge sharing
- Spearheaded the adoption of k6 as Crown's next generation load & performance testing tool
- Developed CLI tooling that generates turnkey k6 tests from an application's Swagger (Open API) definition
- Modernized load test execution procedures by developing a docker based execution model driven by an ADO release pipeline

Role Specific Skills: Dynatrace, Splunk, Python, k6, Kubernetes, Jenkins, Rancher, Angular, Java Spring Boot

Quality Assurance Automation and Performance Engineer

April 2016 - November 2017

- Script, maintain, and execute all performance tests for Crown Castle's application development group
- Analyze performance test data in Dynatrace and provide actionable insights to development teams
- Use Splunk to gather user metrics, monitor long term trends, and predict future growth

PNC Financial Services Group, Inc.

Quality Assurance Automation and Performance Engineer

May 2012 – April 2016

- Led automation and performance testing for Pinnacle Online Banking product, utilizing HP LoadRunner for scripting and running performance tests with high virtual user load
- Managed team of 4 full-time employees and 8 contractors, assigning tasks and ensuring quality deliverables
- Utilized Dynatrace to analyze customer usage patterns and replicate peak traffic conditions, contributing to effective performance testing

Education

University of Pittsburgh, School of Information Science

Bachelor of Science in Information Science

April 2012