

Mal Hancock

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Skills

Problem solving

Generate, and implement solutions and alternatives to a situation

Collaborating

Work well with others to complete tasks at hand

Organizing

Structure and prioritize tasks and schedule in an efficient manner

Communicating

Express ideas clearly and succinctly

Tools

Python	Git	Vim	SSH	GitHub
Bash	MySQL	HTML	Nginx	Flask
Django	SQLite	CSS	Apache	Gunicorn
Jira	PostgreSQL	Markdown	JSON	Docker

Hobbies

Pinhook – <https://pypi.org/project/pinhook>

October 2017 – Present

- Create a simple to use IRC bot framework in Python using a plugin-based system for adding functionality
- Implement features from users in the community to continually improve the project

tilde.town – <https://tilde.town>

February 2018 – Present

- Administrate a publicly-accessible Linux server to create community tools, create bots for IRC, install packages, assist with user technical issues, act as moderator in code of conduct issues
- Participate in retro computing, web art, bot creation, command line tool creation

Experience

Site Reliability Engineer, [Symantec](#) – Springfield, OR

July 2018 - March 2019

- Monitored incidents from application servers using PagerDuty to report to team members, which resulted in bugs being fixed
- Tracked issues and collaborated with other teams using Jira to improve software stability
- Automated incident management process using Python and Slack to create a time-efficient workflow
- Followed Agile process flow to design new automation features to meet clients' deadlines
- Worked alongside with tier 2 SREs to rework process and SLAs to create more efficient incident management flow
- Managed servers, firewalls, load balancers in Azure to maintain server stability and security

QA Tester, [Allion USA](#) – Beaverton, OR

August 2017 - July 2018

- Worked with developers to identify issues in software and hardware before releases to ensure product ran smoothly
- Executed test plans and worked with QA Engineers to improve future test plans
- Used ADB and other developer tools to gather relevant data from devices in order to better resolve bugs
- Utilized Jira to report and track issues found during regression and smoke testing to provide development teams with relevant data

Customer Service Representative, Support.com – Beaverton, OR

March 2017 – August 2017

- Took calls in high-volume support setting to support customers with Xfinity Home Security Systems
- Worked with customers to resolve issues, or schedule certified technicians to troubleshoot further
- Assisted customers with billing questions and issues

Technical Support, [Instant Teleseminar](http://InstantTeleseminar.com) – Portland, OR

June 2016 - December 2016

- Trained customers on event setup and general use of webinar software to provide them with the skills needed in the workplace
- Resolved issues with billing and subscriptions to ensure company standards were met
- Tested new features for quality assurance software, which resulted in a smoother customer experience
- Assisted engineering with implementation of new SMTP provider to more efficiently send mail to our customers

Customer Care Advisor, Shopkeep.com – Portland, OR

September 2015 - January 2016

- Assisted retail and restaurant merchants with iPad-based Point of Sale software to help customers resolve issues and get the most out of their Point of Sale system
- Troubleshoot iPads, printers, routers, barcode scanners, and credit card readers to help customers maintain quick service for their customers
- Trained merchants on use of Point of Sale software, inventory management, and sales reports to ensure customers got most value from their systems

Training/Technical Support, [Integrated Services, Inc.](http://IntegratedServicesInc.com) – Tigard, OR

February 2014 – September 2015

- Used SSH and VNC to remotely troubleshoot and repair issues in Ubuntu Linux
- Isolated issues with POS server components, such as hard drives, parallel cards, etc.
- Troubleshoot network issues with POS server, thin clients, printers, routers, and network switches
- Trained customers on setup, use, and operation of hardware and software

Customer Care Advisor, [Xerox](http://Xerox.com) – Tigard, OR

September 2013 – February 2014

- Received incoming calls from customers regarding Apple desktop or portable products
- Diagnosed and troubleshoot problems alongside the customer
- Utilized knowledge base to find correct and efficient solutions

Remote Technician, [Now Nerd Corporation](http://NowNerd.com) – Beaverton, OR

July 2012 – July 2013

- Received incoming calls from Geek Squad and other partners' customers
- Diagnosed customer's computer issues or needs on Mac OS X or Windows platforms

Volunteering

[Django Girls PDX](http://DjangoGirlsPDX.com)

Three-time coach, teaching women and gender minorities how to create a blog with Django and Python during one-day tutorials

tilde.town

Volunteer admin for a community on a shared Linux computer. Combining Linux administration with community management to help carve out a space for web brutalism, retro computing, and art.