MAL HANCOCK

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Site Reliability Engineer

Site Reliability Engineer with track record of operating and implementing solutions. Successfully structured and prioritized tasks and schedule in an efficient manner.

TOOLS

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

PROFESSIONAL EXPERIENCE

Symantec, Springfield, OR   07/2018-03/2019
Site Reliability Engineer
- 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 improve workflows for other teams
- 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

Allion, Beaverton, OR   08/2017-07/2018
QA Tester
- 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

Instant Teleseminar, Portland, OR   06/2016-12/2016
Technical Support Engineer
- 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

Shopkeep, Portland, OR   **09/2015-01/2016**
Customer Care Advisor
- 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
- Troubleshot 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

Integrated Services, Tigard, OR   **02/2014-09/2015**
Training/Technical Support
- 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.
- Troubleshot network issues with POS server, thin clients, printers, routers, and network switches
- Trained customers on setup, use, and operation of hardware and software

Xerox, Tigard, OR   **09/2013-02/2014**
Customer Care Advisor
- Received incoming calls from customers regarding Apple desktop or portable products
- Diagnosed and troubleshoot problems alongside the customer
- Utilized Apple's knowledge base to find correct and efficient solutions

Now Nerd Corporation, Beaverton, OR   **07/2012-07/2013**
Remote Technician
- Received incoming calls from Geek Squad and other partners' customers
- Diagnosed customer's computer issues or needs on Mac OS X or Windows platforms

HOBBIES
Pinhook – https://pypi.org/project/pinhook   **10/2017 – 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   **02/2018 – 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