

Stephen Cahill

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EXPERIENCE

Datadog New York, NY
Premier Support Engineer January 2022 - Present

- In depth debugging and problem solving to provide effective issue resolution and best in class technical support
- Crafting processes, training materials and knowledge bases for a rapidly expanding Premier support team
- Conducting regular cadence calls with Premier customers to ensure our support team understands their use cases and handles support issues effectively

Solutions Engineer March 2021 – January 2022

- Supporting the Datadog platform through tickets and live chat sessions by providing troubleshooting guidance, technical advice and best practices to our clients
- Building virtual environments to reproduce issues and test solutions
- Delivering product demonstrations to prospective customers that highlight the value of our SaaS platform

Rockefeller Capital Management New York, NY
Analyst August 2020 – March 2021

- Built a REST API in python for calculating a portfolio's ex-post risk statistics from return streams in Azure data lake as an in-house solution for asset management and private wealth advisory teams
- Created risk functions leveraging pandas's Series data structure; tested and successfully reconciled against FactSet risk calculations to prove consistent methodology
- Expanded risk calculator to include functionality for chain-linking and down-sampling returns to incorporate user-defined timeframes

Analyst Intern July 2020

- Developed a python script to read in security level holdings information from two separate data sources and flag differences in return percentage, market value and security identification information
- Summarized and escalated my findings, and repeated the process until historical security level holdings across all Rockefeller Asset Management accounts were successfully reconciled

Pace University - Seidenberg School of CSIS New York, NY
Graduate Teaching Assistant August 2020 – December 2020

- Supported students in Mobile Web Development throughout the semester as curriculum progresses through fundamentals in web development, responsive web design, JavaScript libraries and developing a mobile app using Angular in an Ionic framework
- Led breakout discussions and troubleshooting sessions with students as they work through in-class assignments
- Responded to questions on class materials and homework assignments on course Slack channel

EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems New York, NY
Master of Science (MS) in Computer Science | GPA: 4.0 May 2021

New York University, College of Arts and Science New York, NY
Bachelor of Arts (BA) in Comparative Literature | Minor: German | GPA: 3.7 May 2013

CERTIFICATIONS

Certified Kubernetes Administrator (Linux Foundation/CNCF) July 2022 – July 2025
AWS Certified Cloud Practitioner October 2021 – October 2024

TECHNICAL SKILLS

Programming Languages: Python, Go, Java, Javascript
Frameworks: Flask, Cobra, Spring Boot, Angular, Vue, Express
Tools: Git, Docker, Kubernetes, Terraform