Cameron Leeds

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An adaptable manager and dedicated contributor with experience in a vast array of technologies using Agile Methodologies.

Experience

Sharecare, Inc., Atlanta, GA

Systems Integration Manager and Site Reliability Engineer   *January 2017-Present*

- Support production and stage enviornments, using monitoring tools (Newrelic) and data feeds (Datadog and Kibana)
- Wrote new automated user and unit tests in python through Selenium and Circle CI
- Work directly to both consume and develop API's to enhance communication between both parties, utilizing Swagger
- Integrate with partner servers, such as IBM's Data Power gateway and Websphere
- Consume, interpret, and rewrite Angular, Javascript, and Java code for client use and code reviews. Sometimes from scratch
- Anticipate ETL needs to ensure that proper mitigation was in place before needs were unmet. Through assisting the development of tools and methodologies
- Participate in the deployment of new features through to production
- Proxy as Technical Manager to help the Development team build communication structures for 3rd parties
- Hands on with building and helping to manage develop Docker images to support Development and QA Team and their pipelines
- Implement and document all new features and functions for 3rd party partners
- Improve and innovate with our existing CI/CD tools, strategies, moving from Trunk-based with GO

Cox Communications (Contracted through Tin Roof Software), Atlanta, GA

Technical Support Manager   *March 2016- January 2017*

- Manage and structure in house team of 20+ Support Engineers
- Collaborated with high-level and high-skilled executives at Cox to ensure operational support for Video platform
- Troubleshoot and provide documented data for Data Science team through use of Splunk
- Oversaw beginning to end support system for Cox for escalated support team to ensure newly released Cable TV service is fully supported as the product reach grows
- Undertook strategy creation used in the development of business cases with migrating from Cox propietary wiki to 'Right Answers', offering a cost cutting solution and grew self-service channels for customers through the use of Artificial Intelligence and Machine Learning
- Provide COO at Tin Roof weekly reports on team performance, needs, expectations, and outlook using OBIEE

Inform Inc. (formerly News Distribution Network), Atlanta, GA

Product Owner and Technical Support Engineer Lead   *January 2015- March 2016*

- Role of CSPO for Web Player Product team in an environment using JavaScript, Flash, HTML5, SQL
- Assisted QA in defining User Acceptance Testing, test cases, and plans

- Exported data from various sources from SQLDB into Chartio and configured manual reports for analysis and reporting to partners
- Wrote technical product documents for Sales, Ad Operations, Account Management, and Support and hosted on Confluence
- Managed business expectations for product creation, deprecation, and feature requests through iterative product planning and estimation
- Utilized Agile methodologies to implement HTML5 based video player to a previously established Flash video player. Pushed the need to move to an HTML5 based player
- Drove full agile methodologies across all three sectors; creation, management, and delivery

TMP Worldwide, Atlanta, GA
Technical Support Specialist,   *June 2013 – January 2015*
- Completed vendor configuration and integrations in a custom CMS platform (Talentbrew)
- Provided internal training and conducted learning forums
- Administered technical consultation to product support to aid in determining connectivity solutions best suited for their needs
- Conducted and assisted with system enhancements, user applications, and quality assurance testing
- Documented support process and handbook for Tier 1 and 2 support
- Integrated customer XML/JSON RSS feeds with API using SoapUI for automated hosting pages
- Managed relationship between the support team and our offshore engineering team

IDology, Inc., Atlanta, GA
Data Analyst,   *December 2012 – June 2013*
- Pinpointed previously undiscovered flaw in server administration resulting in higher acceptance rates and better overall software performance
- Calculated any specified problem's state of affairs and crisis; explored solutions using data analysis practices and arranged analysis reports
- Lead knowledge base meetings around compliance and regulation surrounding identity preservation, such as SOX and COPPA
- Wrote documentation for supporting the verification platform

Key Skills and Experience

Languages: Basic/Intermediate Java, Python, JavaScript, and Shell scripts
Version Control Systems: JIRA, GitHub, Gitlab, and Git
Automation/Build Tools: Docker, Drone, Puppet, GO, Circle CI, and Kubernetes
Testing tools/Integration: Selenium, accelIQ, and Honeydew
Databases: Websphere, SQL, and S3
Virtualisation: VM Ware, Virtual Box, Docker, EC2, Vagrant,
Platforms: Linux, iOS, Android, OS X, Windows
Network/Infrastructure: Træfik, SSL/TSL, and SNI

Education

Georgia State University, Atlanta, GA   Graduated: December 2012
Bachelor of Arts, Economics