Cameron Leeds

6755 Ridge Moore Dr   678.699.0626
Atlanta, GA 30360   leeds.cameron@gmail.com

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Commited to a dynamic team environment, while utilizing ability to contribute knowledge

Experience

Sharecare, Inc., Atlanta, GA

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

- Support operationally critical environment, using monitoring tools and scripts, data feeds and associated scripts, research, and analysis of production issues
- Work directly to both consume and develop API's to enhance communication between both parties, utilizing Swagger
- Interact with clients to generate trust and build relationships, resulting in new integrations
- Collaborate with QA manager to identify and implement new techonologies to drive down overhead costs
- Proxy as Technical Manager to help the Development team build communication structures for other parties
- Implement and document all new and existing features/functions for internal and external consumption, acting as subject matter expert
- Improve and innovate existing CI/CD tools, strategies; namely moving away from Trunk based development

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

Technical Support Manager   *March 2016- January 2017*

- Managed and structured in house team of 22 Support Engineers
- Collaborated with high-level and high-skilled executives/managers at Cox to ensure operational support for Video team
- Provide Video Service ticket 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 Right Answers AI and ML
- Served as point of contact for Tin Roof, generating positive results in communicating objectives
- Provided 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*

- Assisted QA in defining user acceptance testing, test cases, and plans
- Exported data from various sources from database into Chartio and configured manual reports for analysis and reporting to partners
- Wrote technical product documents for Sales, Ad Operations, Account Management, and Support
- Managed business expectations for product creation, deprecation, and feature requests through iterative product planning and estimation
- Role of CSPO for Web Player Product team in an environment using JavaScript, Flash, HTML5, SQL
- Drove agile methodologies across all three sectors; creation, management, and delivery of content, driving the implementation of an HTML5 based video player to a previously established Flash video player.

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TMP Worldwide, Atlanta, GA

Technical Support Specialist,   *June 2013 – January 2015*

- Identified and corrected, or identified and advised issues with partner software during implementation
- Worked closely with Product Support Specialists in identifying, troubleshooting, and resolving escalated product issues
- 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 incident findings to help build our data quality knowledgebase
- Integrated customer XML/JSON RSS feeds with Soap API
- Managed relationship between the support team and our offshore engineering team

IDology, Inc., Atlanta, GA

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 with Basic proficiency: Java, Python, JavaScript, and Shell scripts
Version Control Systems: JIRA, GitHub, Gitlab, and Git
Familiar Automation/Build Tools: Docker, Drone, GO, Circle CI, and Kubernetes
Testing tools/Integration: Selenium, accelIQ, and Honeydew
Databases: Websphere, SQL, and S3
Virtualisation: VM Ware, Virtual Box, Docker, and EC2
Platforms: Linux, iOS, Android, OS X**,** and Windows

Education

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