

# Catherine Bilyeu

[Catherine.Bilyeu@gmail.com](mailto:Catherine.Bilyeu@gmail.com) • [www.linkedin.com/in/catherine-bilyeu](https://www.linkedin.com/in/catherine-bilyeu) • [github.com/catbilyeu](https://github.com/catbilyeu) • [catherinebilyeu.me](https://catherinebilyeu.me)

---

## Career Objective

DevOps engineer and technical leader transitioning into software development. I combine years of experience in infrastructure, automation, and system reliability with a growing passion for creating thoughtful, user-focused software. I'm excited to bring that experience into building tools and applications that are as dependable as they are intuitive. I'm seeking a team that values collaboration, learning, and continuous improvement.

## Skills

- **Applications:** Ansible, Apache, Atlassian (Confluence, Crowd, Jira Service Management, Jira Software), Drupal, HAProxy, Jenkins, Memcache, Varnish, Wordpress, ServiceNow, OpsGenie, OpsView, OPS
- **Containerization:** Docker
- **Databases:** MongoDB, MySQL, PostgreSQL
- **Languages:** Bash, Python, TypeScript
- **Operating Systems:** Linux (Red Hat, Rocky, Ubuntu), Windows
- **Version Control:** GitHub, GitLab

## Professional Experience

### QuadraNet

#### Cascade Support Engineer (01/2024 - 08/2025):

- Supported Cascade customers following QuadraNet's acquisition of Contegix clients, ensuring a seamless transition and consistent application reliability.
- Assisted with setup for new Cascade clients, including configuration of GitLab and Docker container registries.
- Authored internal documentation and delivered staff training sessions on Cascade.
- Provided advanced troubleshooting and resolution for escalated Cascade issues.

### Contegix

#### Manager Platform Support (05/2024 - 08/2025):

- Coordinated maintenance activities across the team, balancing task urgency with customer satisfaction to minimize downtime and service impact.
- Led recovery and restoration efforts during incidents, managing external communications with customers and consolidating internal updates to ensure clarity and efficiency under pressure.
- Created a structured training program for new support engineers, accelerating the onboarding process.
- Recommended and implemented process improvements for system monitoring, optimizing on-call rotation balance, and enhancing team efficiency.

#### Associate DevOps Engineer (07/2021 - 08/2025):

- Partnered with customers to translate requested functionality into clear, actionable feature request stories for the development team, improving alignment between product capabilities and user needs.
- Authored both internal and customer-facing Cascade documentation sites, ensuring consistent knowledge sharing across teams and empowering customers with self-service resources.
- Investigated reported issues within Cascade, resolving them directly when possible, or delivering detailed, reproducible bug reports to developers when code changes were required.
- Contributed code updates to support the migration of customers to RHEL8 and Rocky Linux, ensuring smooth compatibility and reliable deployments during the transition.

#### System Administrator 1 (09/2019 - 07/2021):

- Upgraded and maintained customer Atlassian installations, scheduling CVE remediations to minimize downtime and resolving plugin compatibility issues to maintain stability.
- Resolved customer requests relating to system or service setup, configuration, or performance tuning.
- Cleaned and optimized the monitoring system in preparation for migration to a new platform, improving reliability and streamlining the transition process.