

Catherine Bilyeu

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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, OP5
- **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.