Ben Pitroff

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WebDev and Infrastructure Engineer

**As a recent full-stack webdev bootcamp graduate, I seek to
climb my way up the stack to build and maintain superior app reliability**

— **Selected Highlights** —

→ **Maintained network infrastructure for the Microsoft Cloud Hardware, Infrastructure, and Engineering team** ←

→ **Certified Full-Stack WebDev - REST, MERN, Mysql, NoSQL, HTML/CSS, Node, Express, React** ←

→ **Maintained 8500 SQ/ft Tier 3 Data Center for 7 years - clients include Amazon/AWS, Tier 1 Telcos, and other Fortune 100 customers** ←

→ **Operated all IT infrastructure for all corporate subdivisions of main parent company, including inter-state support of employee workstations and remote service to core fulfillment servers** ←

— **Areas of Expertise** —

Node, Express, JavaScript, Mysql, Git| Systems Deployment | LAMP, MERN Stack deployment
DC Preventative Maintenance and Alarm Handling | Unix, Linux, macOS, FreeBSD, Windows | Network Switching and Routing

PROFESSIONAL EXPERIENCE

Microsoft, Redmond, WA (2022 to 2023)

Providing core infrastructure support through network operations, virtualization, and OS imaging, part of the Cloud Hardware, Infrastructure, and Engineering Labs at the Redmond Microsoft campus

Infrastructure Engineer
- **Technical Connectivity:** Deploying and maintaining multi-vendor network hardware and Operating Systems to support test lab environments and data centers - Cisco, Arista, Dell, and open-source SONiC OS support
- **Complete Solvability:** Resolving unique issues in lab testbeds. Out-of-the-box problem solving for network, VM, hardware, firmware, and software issues for pre-production equipment
- **Interpreter:** Converting ambiguous customer requests to simplify and execute for a clear resolution
- **On-site Dependability:** Taking control of action items by hand and in person.

Nexis Response, Inc., Seattle, WA (2019 to 2021)

Operating in the Bay Area, Nexis Response builds and deploys emergency response solutions for corporate clients and consumers

IT Operations Manager
- **Technical Strategy:** Collaborated with external developers to build, deploy, and maintain VMs to serve a custom database with a web-based front end for corporate emergency supply inventory tracking used by Google, Apple, and Applied Materials
- **Problem Solver:** Researched and tested various technologies to fulfill corporate needs, including VPN deployment, virtualization platform integration, network/DNS maintenance, and backup systems

- **Site Reliability:** Managed product releases, while ensuring IT system integrity through monitoring; a seamless overlap of tasks ensured Nexis was on-track with deadlines and services delivered
- **Migration Expertise:** Performed a P2V migration of most Ubuntu, FreeBSD, and Windows hosts, analyzed virtualization platforms and launched VMware vSphere, deploying a 3-host virtual environment to host 50+ VMs across two different subnets for our corporate clients
- **Communication Skills:** Researched, presented, and deployed primary storage location for company-wide files, as well as deploying file backup and VM back solution - communicating all options with pros/cons
- **Configuration Skills:** Configured OpenVPN on a pfSense firewall for primary VPN into our network as well as IPSec between two firewalls to tunnel primary network, and remote location private net
- **Website/Domain Maintenance:** Managed all domains/DNS on two redundant hosts, including wildcard SSL certificates. Oversight of IT systems to release customer specific popup discounts for B2B clients on our consumer storefront - this involved DNS redirects, HTTP redirects, and outsourced javascript components into Shopify
- **Archivist:** Developed and documented process/procedures for the corporate wiki, ensuring dependable reproducibility on any task

ColoCenters, Inc., Seattle, WA (2014 to 2019)

A subsidiary of The Mead Group, ColoCenters is a colocation data center housed in the Westin Building Exchange, and was a pioneer of bandwidth-neutral rackspace in the heart of Seattle

Data Center Operations Manager, Seattle, WA
- **Team Coordinator**: Managed vendor interaction, scheduling, and crisis response for entire data center, ensuring mechanical, network, and client operations were unaffected during any and all maintenance items
- **Planner:** Managed projects that ensure the integrity of the data center (preventative maintenance on core building systems)
- **Employee Support:** Managed staff for on-call support, while providing tier 2 and 3 support
- **Power Distributor:** Handled all new electrical requests, determining the correct redundancy for UPS/Riser/ Substation, phase balancing and performed manual load readings at the circuit level
- **Customer Communicator:** Drafted and sent all customer notifications (UPS, HVAC, Riser maintenance notices), received all customer requests, and responded to all inquiries

Data Center Technician, Seattle, WA
- **Reliability Maintained**: Achieved 100% reliability with alarm handling, response, and resolution, providing on-site evaluation, communication, and troubleshooting underneath a strict, high level SLA
- **Task Manager:** Received and fulfilled customer requests through the Easy Redmine ticketing system
- **Layer 1 Expert:** Documented and coordinated with customers for rack migration, transitioning a multitude of cross connects from one rack to another

PERSONAL EXPERIENCE

Professional Music

I play bass in the metal band Opponent. Back from our first multi-state tour, and itching to finish our 3rd full length album.

Home Improvements

My wife and I bought our first house in January 2021, and have since designed and fully renovated the house - 90% done by our own hands. With zero construction experience, I learned the skills required to get the job done.

EDUCATION

Full-Stack WebDev Coding Bootcamp - University of Washington

Associate of Arts, Edmonds College, Edmonds, Washington