Christian Pedersen

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TECHNICAL SKILLS

Development & Automation Skills: Python, C++, HTML, JavaScript, CI/CD with GitHub Actions and Azure DevOps, Terraform, Azure Functions

Cloud & Monitoring Skills: Azure, Docker, Kubernetes, Datadog, Dynatrace, Prometheus, Zabbix, Thanos

EDUCATION

University of Cincinnati - Cincinnati, Ohio   **Expected May 2025**

Bachelor of Science in Information Technology: Software Development and Cybersecurity

- Dean's List, GPA 3.6

EXPERIENCE

API Enablement Co-Op at 84.51° (Kroger)

Cincinnati, OH | August 2023 – May 2024

- Spearheaded the development of an External API Catalog, projected to help generate $400 million in revenue. This initiative streamlined API integration, enhanced client engagement, and expanded market reach.
- Managed our Kong API gateway, reinforcing secure and efficient management of API traffic, contributing to superior service availability and reliability.
- Executed the onboarding and implementation of our Kong AI gateway, enhancing API management and security by leveraging expertise in API gateway configuration and AI integration. This effort contributed to improved performance and streamlined API operations.
- Optimized cloud-based operations through the API enablement team using Terraform, delivering cost efficiencies and heightened performance metrics.

Site Reliability Engineering (SRE) Co-Op at 84.51° (Kroger)

Cincinnati, OH | January 2023 – May 2023

- Unified monitoring suppression tooling by creating an API that connects Datadog, Dynatrace, Prometheus, Zabbix, and Thanos resulting in time and value savings while streamlining the process and centralizing monitoring suppression capabilities, contributing to cost savings by eliminating manual suppression across multiple platforms.
- Leveraged containerization technologies, such as Docker and Kubernetes, to streamline deployment and scaling of applications.
- Collaborated with development teams to deploy new features and services, ensuring that they met the necessary reliability and performance standards before release.
- Analyzed system performance and capacity, identifying potential bottlenecks, and recommending solutions to optimize system performance and prevent downtime.

ServiceNow Management Co-Op at 84.51° (Kroger)

Cincinnati, OH | May 2022 - December 2022

- Collaborated with configuration management stakeholders to identify and implement business requirements.
- Developed update sets, UI scripts, notifications as part of customizing 84.51's Service-Now instance.
- Coordinated Service Catalog options, including two-step checkout, cart controls, variables.

Client Technologies Co-Op at 84.51° (Kroger)

Cincinnati, OH | August 2021 – December 2021

- Resolved a co-op record 132 IT incidents, troubleshooting software issues on both Mac and Windows OS.
- Communicated with users in person and virtually to perform customer support to help solve a plurality of IT issues.

PROJECTS

External API Catalog Development
- Co-Led the development of an External API Catalog, projected to help generate $400 million in revenue.
- Developed an automated onboarding process for external APIs into our catalog using Python, GitHub Actions, and Terraform, significantly reducing integration time by 50% and improving user experience.

AI Chatbot for Sports Statistics
- Engineering an AI chatbot to deliver comprehensive information on sports teams, players, and statistical trends, enhancing the fan experience.
- Employing advanced natural language processing techniques to ensure precise and engaging interactions. Currently integrating dynamic real-time data sources and optimizing the chatbot's conversational capabilities to enhance the user experience.

Azure Functions Infrastructure Module
- Engineered a Terraform module for creating Azure Functions, which strategically creates secure Azure Functions within our proprietary network, aligning with top-tier security protocols and automating deployment workflows.

Monitoring Suppression API
- Developed an API to unify monitoring suppression tooling by integrating Datadog, Dynatrace, Prometheus, Zabbix, and Thanos.
- Streamlined the monitoring suppression process, reducing setup time from an hour to 2 minutes, resulting in significant time and cost savings while enhancing operational efficiency.