

EDUCATION

- **Western Governor's University** Salt Lake City, UT
Bachelor of Science in Network Design and Management Sep. 2009 – Sep. 2012

EXPERIENCE

- **Salesforce** San Francisco, CA
Lead DevOps Engineer Feb 2019 - Present
 - **DevOps:** Member of DevOps team responsible for supporting Desk.com infrastructure, as well as multi-provider messaging infrastructure. Deployed highly scalable infrastructure as code and CI/CD.
- **Apptio** Bellevue, WA
Senior DevOps Engineer Dec 2017 - Feb 2019
 - **Terraform:** Utilize CI/CD to deploy Terraform-defined SSO access/authorization infrastructure in AWS IAM.
 - **Puppet:** Deploy Production-Tier infrastructure changes internally and to customers via Puppet.
 - **Operations:** Support critical company infrastructure and provide break/fix and outage mitigation.
- **Disney** Seattle, WA
Senior Systems Engineer Jul 2016 - Dec 2017
 - **Chef:** Utilized Chef for configuration management and deployment of Tier-1 services.
 - **Terraform:** Deployed application stacks via Terraform, including a greenfield AppSec service utilizing AWS ECS.
 - **Docker:** Migrated legacy application infrastructure to Docker and ECS, as well as greenfield deployments.
 - **Packer:** Deployed automated AMI building workflow utilizing Packer, ECS, and Terraform.
 - **DataDog:** Created real-time metric/operational status dashboard for Tier-1 Geo-IP streaming service.
 - **HA Deployment:** Designed and deployed infrastructure for highly-available Tier-1 Geo-IP streaming service utilized by major sports media national streaming.
- **Amazon** Seattle, WA
Technical Operations Team Lead Mar 2016 - Jul 2016
 - **Leadership:** Ensure team is delivering on SLAs and operational goals.
 - **Project Management:** AGILE based project management and roadmap planning.
 - **Hiring:** Manage hiring/screening/recruiting pipeline for Seattle team.
 - **Operations:** Point of contact for escalation and ongoing service/event issues.
- **Amazon** Seattle, WA
Operations Engineer Aug 2014 - Jul 2016
 - **Operations:** Event/incident management for Amazon.com and AWS services.
 - **Netscaler:** Configured customer-facing application fabric on Citrix Netscalers for services like Amazon.com, AWS, IMDB etc...
 - **Metrics:** Owned configuration and management of operational dashboard for AWS services.
 - **Process:** Helped develop multi-team operational process, allowed DDOS response team to launch months early.
- **Level (3)** Tulsa, OK
CDN/NOC Technician/Linux Administrator Jun 2013 - Aug 2014
 - **Operations:** Primary point of contact for monitoring/maintenance of global CDN with several thousand Linux nodes.
 - **Bash:** Wrote Bash script to deliver nightly report on nodes generating the highest amount of alerts.
 - **Linux:** Responsible for diagnosing and troubleshooting a variety of Linux performance issues in a globally distributed system.
 - **Java:** Diagnosis and troubleshooting of Java-based application infrastructure.

TECHNICAL SKILLS

- **Languages:** Python, Bash, JSON, YAML
- **Technologies:** AWS, Git, F5 BigIP, Citrix Netscaler, Docker, Terraform, Kubernetes, Chef, Puppet, Ansible, Consul, Nomad, Vagrant, Packer, TravisCI, New Relic, Datadog, Tomcat, Apache, 12-Factor Design