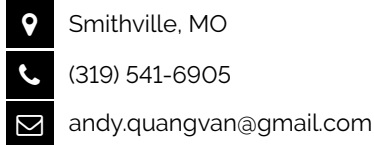


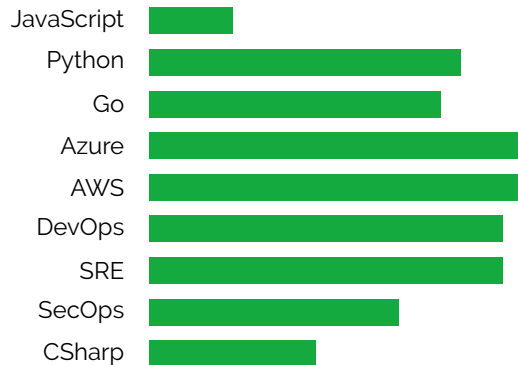
ANDY QUANGVAN

DevOps Practitioner



ABOUT ME - SKILLS

I am a problem solver and a change agent. I improve processes to those that make sense instead of settling for doing things the way it's always been done. I am an avid learner and a people enabler.



EXPERIENCE

2021 – present	Lead Site Reliability Engineer Created an observability platform that helped teams achieve reliability Helped teams refactor code to increase observability for workflows Introduced more robust health checks that didn't simply "return 200" Created dashboards and workbooks that allowed dev teams to see the reliability of their applications Worked on dockerizing applications and introducing Kubernetes Architected a way for teams to stabilize their Monitoring platform (Grafana/Prometheus) Created a standardized practice for reliability in Eventing Platforms Implemented unit testing by writing and training on Unit Test Principals Established scaling profiles to cut costs and improve reliability Migrated teams from on-prem to the cloud <i>Azure / DevOps / SRE / Kubernetes / Docker / CSharp</i>	H&R Block
2021 – 2021	Information Security Cloud Architect Helped Garmin create a strategy that would secure their public cloud presence Create a strategy to onboard new acquisitions Helped choose and implement their CSPM Helped create an IAM process for the cloud to start utilizing RBAC <i>Azure / Architecture / CSPM</i>	Garmin
2019 – 2021	IT Operations Manager Introduced new technologies to development teams e.g. Scale Sets, configuration management, Packer Created processes in which new technologies should be adapted by highlighting Architectural patterns and common pitfalls Worked with Engineering teams to implement new technologies Created platforms that the engineers could interact with through their pipelines Worked with developers to help them think about their apps in Cloud-Centric ways e.g. Database connection pooling and retry logic Worked with operations to think about managing infrastructure in Cloud-Centric ways. e.g. Terraform, Chef, Ansible Automated manual procedures to move faster e.g. Infrastructure as code, Adding users to groups Helped define culture to move the company forward faster e.g. Fail fast, cloud first, agile, blameless post mortems Increased observability by implementing monitoring as a platform Increased responsiveness to the incident management process Created automation to help facilitate business processes <i>Azure / DevOps / SRE / Leadership</i>	H&R Block

2017 – 2019

Senior Engineering Manager

Rx Savings Solutions

Managed entire AWS Infrastructure
Created a CI/CD Pipeline
Lead a team of System Engineers
Converted System Engineers to Site Reliability Engineers
Created security policies to help increase Cyber Defense
Implemented Cyber Security applications including DLP and EDR
Created Change Management policies
Implemented Docker Containers
Docker / SRE / Leadership / AWS

2014 – 2017

System Architect

Cerner

Automated workflows to be more efficient
Wrote ruby scripts to interact against REST api's
Wrote Chef cookbooks to automate deployments
Implemented Rundeck to automate deployment steps
Managed a Big Data cluster using Cloudera Hadoop
Managed the cloud infrastructure
Worked with our Development team to improve operations
Wrote scripts to measure metrics to better monitor systems and applications
Linux / Chef / Ruby

EDUCATION

August 2019

Master's Degree, Information Technology

Southern New Hampshire University

October 2011

Bachelor's Degree, Computer Network Management

Westwood College