**CRAIG HAWKINS**

**Hayward, CA 510-754-0359**

**craighawki@gmail.com linkedin.com/in/craig-hawkins-64b54a8**

**Reliability Engineer**

Seasoned reliability engineer with operations support expertise and operations support experience in various areas, including extensive systems management, training, and troubleshooting. Proven ability to drive projects from inception to delivery. Partners with cross-functional teams to evaluate needs and implement process improvements that promote efficiency and exceed stakeholder expectations.

**KEY AREAS OF TECHNICAL EXPERTISE**

• Python • TCP/IP • Wireshark

• Splunk • LAN/WAN • Jenkins & CI/CD

• HTML CSS • Linux • JavaScript

**EXPERIENCE**

**GE Digital**, San Ramon, CA **2016 – Present**

**Staff Systems Engineer/Site Reliability Engineer**

Provide second tier level application support for GE Digital’s Predix products. Act as technical bridge between the Support and Engineering Departments.

* Provide support plans for onboarded services
* Implement improvements to reduce outage times
* Tools used routinely include Splunk, VMWare, Wireshark, AppDynamics, New Relic, Postman, Cloud Foundry, BOSH, ServiceNow, Salesforce, basic Shell and Python scripting to aid in systems administration tasks.
* Support and maintain the AWS and VMWare infrastructure for the Development teams, and provide technical assistance to those teams.
* Create Splunk dashboards and alerts for the various services.
* Support applications and maintain and manage services in AWS GovCloud.

**Accellion, Inc.** **2014 - 2016**

**Senior Infrastructure Engineer**

Delivered third tier level technical support for Accellion's Kiteworks products. Act as technical bridge between the Support and Engineering departments in addition to providing new release training to entire Support organization.

* Implemented improvements to reduce outage times.
* Researched and introduced useful new technologies to the team.
* Tools used routinely include Zabbix, Splunk, VMWare, Wireshark, basic Shell and Python scripting to aid in systems administration tasks. Support and maintain the VMWare infrastructure for the Development teams, and provide technical assistance to those teams.
* Deployed Zabbix to identify issues readily, and reduce/prevent system outages.
* Introduced Splunk to the Engineering department shed a light on the importance of relevant and well formatted log files.

**Adobe, Inc.** **2013 - 2014**

**Cloud Operations Systems Engineer/Applications Management**

Provided effective, efficient technical leadership and innovation serving as a member of a team maintaining optimal 24/7 uptime for Creative Cloud, Shared Cloud, and most other online services.

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**Adobe, Inc.** **2013 - 2014**

**Cloud Operations Systems Engineer/Applications Management (Continued)**

* Collaborated within the team and with other personnel and departments as required to meet and exceed business requirements.
* Used S3 for storage, EIPs for the IPs, cloud watch for monitoring.
* Provided ongoing training, and advise upper Adobe upper management in process and procedural improvements.
* Tools used routinely included AWS, Zabbix, Splunk, Nagios, New Relic, Chef, CDOT, and Jenkins, basic Shell and Python scripting to aid in systems administration tasks.
* Served on the newly formed Splunk Administration team.
* Presented a method to upper management to reduce outage time by overhauling the existing Impact Assessment documents and developing new ones. This initiative significantly improved troubleshooting and issue resolution abilities of the corporation by slashing personnel costs and outage times, and assisted other technical teams with valuable skills and abilities.
* Used Cloud watch for monitoring and metrics
* Handled Route 53 for DNS.
* Assisted with S3 for storage.
* VPC for segmenting off services/instances.
* RDS for databases.
* IAM for account management.
* ELBs for load balancing.
* Auto-scaling.

**Pitney Bowes**, San Jose, CA **2012 - 2013**

**Operations Support Contractor – eBay Account (Fixed Six Month Term)**

* Guided the client in forming a new Global Shipping Platform Support Monitoring Team. Provided the newly formed team members with ongoing training and coaching critical to the ability to provide world-class technical support to assigned products and ensure exceptional customer service.
* Configured all the monitoring, alerting and dashboards using Splunk.
* Due to exceptional results and client satisfaction, engagement was extended to administer additional Pitney Bowes systems for eBay, including Global Shipping Platform and label printing / management, critical tasks that facilitated major revenue streams through shipping services to an approximate user base of 200M individuals and companies.
* Spearheaded the prompt resolution of costly production outages. Identified and tracked system changes, and monitored systems, isolated and resolved issues to meet production goals.

**Netflix, Inc. 2010 - 2012**

**Infrastructure Support Services/Cloud Reliability Operations**

Managed daily technical support activities for a datacenter and cloud operations, including server maintenance and network production systems. Trained employees to ensure objectives were consistently met/exceeded.

* Ensured vendor SLAs and quality requirements were met, and served as primary escalation point for LevelTier 3 customers.
* Executed full site shutdown and restoration for biweekly application and database pushes.
* Infrastructure included Linux and Windows production servers, SSH, FTP, DAP and Active Directory.
* Delivered 99.999% uptime streaming content to over 25,000,000 customers.

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**ADDITIONAL RELEVANT EXPERIENCE**

**Bytemobile**

**Senior Support Engineer**

**Atempo USA**

**Senior Support Engineer**

**ABN AMRO Sage Corp.**

**Network Engineer/Systems Administration**

**EDUCATION**

**Associate of Applied Science, Electronic Systems Technology**

**Community College of the Air Force**

**TECHNICAL COMPETENCIES**

MS SQL and MySQL, LAN/WAN, Linux, Windows, TCP/IP, Wireshark, F5 LTM, VMWare, IIS, Apache, AD, Cloud Foundry, BOSH, Python, JavaScript, NodeJs, Shell, Express, AWS Cloud 9, HTML, CSS, AWS, Zabbix, Splunk, Postman, Nagios, New Relic, AppDynamics, AVI, Chef.