

# Daquan McDaniel

## Devops and Site Reliability Engineer

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DevOps and SRE professional with 5+ years of experience in automation, infrastructure management, and system reliability. Specialized in CI/CD pipelines, containerization, cloud environments (AWS, GCP, Azure), and monitoring solutions. Proven track record of improving system reliability, reducing deployment time, and automating critical processes.



## SKILLS

AWS Azure GCP Kubernetes Docker Terraform Linux TCP/IP Jenkins Git Bash Python  
Javascript Node.js Cypress Postman Datadog Prometheus Grafana Confluence Azure Devops



## WORK EXPERIENCE

### Venue Network Reliability Specialist

Live Nation

03/2025 - Present

Southeast, USA

Achievements/Tasks

- Optimized WiFi for 150+ access points, ensuring reliable point-of-sale, ticketing, and operations for 20,000+ attendee events.
- Troubleshoot network connectivity issues during live events to ensure uninterrupted operations.
- Executed systematic technology upgrades and testing, applying DevOps principles to event infrastructure.
- Provided general IT support for the admin office, resolving Windows issues, printer problems, and WiFi connectivity issues.

### Technical and User Support Specialist

Long Beverage

07/2023 - 02/2025

Raleigh, NC

Achievements/Tasks

- Managed Linux-based solutions supporting 50+ daily users with 15-minute resolution time.
- Implemented system health monitoring to prevent downtime and proactively resolve user issues.
- Created knowledge base and training docs, reducing onboarding time by 40% and repeat tickets.
- Automated maintenance and updates via shell scripts to ensure peak-hour system reliability.

### Senior Software QA Automation Engineer

Lexis Nexis

09/2022 - 05/2023

Raleigh, NC

Achievements/Tasks

- Built CI/CD pipeline integration for automated testing, ensuring 95% reliability for critical authentication services.
- Successfully led team transition to Cypress & Postman, reducing regression testing time by 75%.
- Designed and implemented monitoring solutions for cross-browser testing infrastructure.
- Integrated Cypress and Postman tests into Azure DevOps for reliable cross-browser and API testing on every code push.



## WORK EXPERIENCE

### QA Automation Engineer

Chick-fil-a

08/2021 - 08/2022

Atlanta,GA

#### Achievements/Tasks

- Built and managed containerized infrastructure in AWS using Terraform, improving deployment reliability across regions.
- Refined CI/CD pipeline architecture using Jenkins and Docker, reducing validation cycles by 50% and improving team efficiency.
- Managed Linux environments using Terraform and AWS CloudWatch for comprehensive monitoring.
- Implemented infrastructure as code practices for consistent environment provisioning.
- Practiced blameless postmortems and continuous improvement for system reliability.

### Software Engineer Apprentice/Test Automation Specialist

IBM

02/2018 - 08/2021

Durham,NC

#### Achievements/Tasks

- Built up our API platform testing to 98% coverage by strategically implementing Cypress and Jenkins automation.
- Cut manual testing workload by 60% by identifying and automating our most time-consuming event booking workflows.
- Built a regression testing framework that protected our most critical business processes.
- Created practical API testing guides that helped new team members get up to speed twice as fast.
- Configured monitoring and logging solutions for real-time system health visibility.



## PERSONAL PROJECTS

#### Containerized Sports API Management System (01/2025 - Present)

- Built and deployed microservice architecture using AWS ECS (Fargate) and API Gateway
- Containerized Python Flask application using Docker, pushing to Amazon ECR for automated deployments
- Implemented secure API endpoints with IAM roles and security groups following AWS best practices
- Set up monitoring and logging using CloudWatch for proactive system maintenance

#### Data Lake for NBA Sports Analytics (02/2025 - Present)

- Architected AWS-based data lake using S3, Glue, and Athena to process and analyze NBA performance datasets
- Developed scalable data ingestion pipelines transforming raw sports statistics into actionable insights
- Implemented AWS Glue for automated ETL processes, optimizing data preparation workflows
- Created advanced Athena queries to support performance analysis and statistical modeling

#### NCAA Backup Highlights Management System (02/2025 - Present)

- Built cloud-native application using AWS services (ECS Fargate, S3, DynamoDB, EventBridge) for sports media backup
- Containerized application with Docker to ensure consistent deployment across environments
- Automated media conversion workflows using AWS MediaConvert, reducing processing time by 60%
- Developed Python microservices for efficient media metadata management and retrieval



## EDUCATION

### Information Technology

University of Phoenix

07/2024 - 07/2026



## CERTIFICATES

#### Google IT Support (11/2024 - 02/2025)

Specialized in system administration, networking protocols, security, and cloud infrastructure

#### Iron Yard - Web Developer (07/2017 - 10/2017)

Intensive full-stack web development bootcamp, gaining comprehensive skills in modern web technologies and development practices