



# Jessica Zackowitz

DevOps Engineer

## Summary

- Versatile DevOps manager with 6 years' experience. Seeking to leverage proven continuous deployment skills to raise quality at Google. Cut customer complaints by 50% for an SaaS application. At Shellnac Inc., used Jenkins and AWS tools to cut release times by 20%. Boosted customer satisfaction by 25%.

## Experience

2015-07 -  
2018-08

- **DevOps Manager**

Frostacre Global

- Led Agile team of 5 developers, 2 SysAdmins to continuous deployment of SaaS real estate solution with 1 million+ users. Collaborated with C-Suite and sales teams.
- Maintained network of 30+ Unix servers with 99.9% up-time.
- Wrote scripts to automate security upgrades. Cut vulnerabilities by 20%.

2013-05 -  
2015-06

- **DevOps Engineer**

Shellnac Systems, Inc.

- Set up and managed 40 Linux servers with 99.95% up-time.
- Managed continuous deployment of a popular SaaS stock-tracking tool.
- Deployed 2 software iterations per month for 2 years. Increased customer satisfaction with software by 25%. Presided over a period of 30% revenue growth.

2012-06 -  
2013-05

- **System Administrator**

Litman Analytics

- Set up and managed 15 Windows 2008 servers.
- Wrote scripts to automatically update system components.
- Cut company costs 20% through aggressive vendor management.

## Education

2008 -  
2012

- **BS in Computer Science, University of Michigan**

- Excelled in security classes.
- President, 314 Action STEM Organization.

## Certifications

- AWS Certified DevOps Engineer
- AWS Certified SysOps Administrator

## Conferences

2017

- DevOps Days, Spoke on a panel about serverless networks

## Publications

2017  
2016

- Article on containers appeared in "The Agile Admin"
- Article on monitoring best practices appeared in "DevOpsGuys"



## Personal Info

### Phone

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### E-mail

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### Portfolio

www.jesszackowitz.com



## Soft Skills

Collaboration



Expert

Critical Thinking



Advanced



## Hard Skills

Continuous Deployment



Expert

Unix/Linux



Expert

Puppet, Jenkins, Zabbix



Expert

AWS, Cisco



Advanced

Python, GIT



Advanced



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