

## • Personal Info

- 410-279-0218
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## • Soft Skills

### Interpersonal Skills



Expert

### Collaboration



Expert

### Critical Thinking



Advanced

## • Hard Skills

### Programming



Expert

### Server Management



Expert

### Security



Expert

### Continuous Deployment



Expert

### Unix/Linux



Expert

### Puppet, Jenkins, Zabbix



Expert

### AWS, Cisco



Advanced

### Python, GIT



Advanced



# Jessica Zackowitz

## DevOps Engineer

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.
- Transitioned to GIT version control and pair programming to raise speed 30%.
- Wrote scripts to automate security upgrades. Cut vulnerabilities by 20%.
- Used Puppet and Zabbix to boost quality, cutting customer complaints by 50%.

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.
- Used Jenkins and AWS tools to cut release times by 20%.

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.
- Assisted with refining the Software Development Life Cycle to fit system needs.

## • Education

2008 -  
2012

### BS in Computer Science, University of Michigan

- Pursued a passion for programming and network management.
- Excelled in security classes.
- President, 314 Action STEM Organization.

## • Additional Activities

- Member, DevOps Agile Skills Association.
- Volunteer as DevOps for Berth County Animal Shelter.
- Manage continuous deployment of fundraising app for Maple Street Soup Kitchen.
- Run half marathons to stay in shape.

## • Certifications

AWS Certified DevOps Engineer

AWS Certified SysOps Administrator

## • Conferences

- 2017 DevOps Days, Spoke on a panel about serverless networks
- 2015 ChefConf

## • Publications

- 2017 Article on containers appeared in "The Agile Admin"
- 2016 Article on monitoring best practices appeared in "DevOpsGuys"