

Elian West

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EXPERIENCE

SENIOR SRE / DEVOPS CLOUD ENGINEER

Chicago, IL

02/2016 – present

- Implement application performance monitoring to ensure site uptime and performance
- Define, measure, and meet key operational metrics including site performance, incidents and chronic problems, site traffic and conversion, etc
- Constantly improve operational processes and efficiency
- Expert knowledge of Application Performance Monitoring tools: Dynatrace, Splunk, Gomez, Coradiant, and Tealeaf
- Automate continuous integration and deployment processes
- Act as a subject matter expert for troubleshooting and resolving complex, multi-tier web problems that span a number of different platforms
- Deliver infrastructure requests for software projects on time

SENIOR SECURITY DEVOPS ENGINEER

Chicago, IL

12/2011 – 09/2015

- Working knowledge of standard Unix infrastructure tools/protocols. (DHCP, DNS, NTP, SYSLOG, SSH, IPsec etc.)
- Identify gaps in current technology & processes and recommend improvements
- Security incident response and perform necessary deep investigation and compromise containment
- Deploy and manage automated security services and third party solutions
- Design and development of tools to automate security or security reporting tasks
- Support ongoing and new security/compliance initiatives
- Nagios, Icinga, Logstash, Kibana

SENIOR IT DEVOPS ENGINEER

Houston, TX

04/2009 – 10/2011

- Interact with direct reports and peers-in-management/customers/vendors to share information and improve cross-departmental processes
- Share information cross-functionally to improve workflow processes
- Establish credibility with partners while managing expectations
- Participate in, and contribute to the development of technical/business approaches and/or the recommendation of current system enhancements
- Establish and maintain an IT multi-year strategy with a focus on continuous improvement. Create and maintain solutions architecture artifacts and other strategy and system documentation
- Develops software solutions that are high performing and meet technical standards
- Manage daily operational activities that develop and implement tactical plans for multiple components/processes for a specified area within IT

EDUCATION

THE OHIO STATE UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- Strong desire to eliminate ambiguity and produce predictability
- Excellent written and verbal communication skills
- Working in high-availability, 24x7x365 large-scale multi-data center environment
- Strong communication skills, both verbal and written in a large team environment
- PKI and Key Management knowledge and experience
- Ability to drive consensus and foster collaboration
- Security based credentials highly desired (SSCP, GIAC GCUX, GSEC, GCED, GCIH, GCIA, etc)
- Basic cross-functional understanding of network engineering concepts and protocols (e.g., TCP, UDP, SSL, VLAN, etc.)
- Working knowledge of standard Unix infrastructure tools/protocols. (DHCP, DNS, NTP, SYSLOG, SSH, IPsec etc.)
- Strong analytical capabilities