

# Jessica Zackowitz

## DevOps Engineer

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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.



## SOFT SKILLS

Collaboration



Critical Thinking



## HARD SKILLS

Continuous Deployment



Unix/Linux



Puppet, Jenkins, Zabbix



AWS, Cisco



Python, GIT



## CERTIFICATIONS

AWS Certified DevOps Engineer

AWS Certified SysOps Administrator



## CONFERENCES

2017 DevOps Days, Spoke on a panel about serverless networks



## PUBLICATIONS

2017 Article on containers appeared in "The Agile Admin"

2016 Article on monitoring best practices appeared in "DevOpsGuys"