

# 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%.

### Personal Info

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410-279-0218

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jesszackowitz@gmail.com

**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

### 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

Article on containers appeared in "The Agile Admin"
- 2016

Article on monitoring best practices appeared in "DevOpsGuys"