

# 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

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### 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

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### 2008 - 2012      **BS in Computer Science, University of Michigan**

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

## Soft Skills

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Collaboration



Expert

Critical Thinking



Advanced

## Hard Skills

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Continuous Deployment



Expert

Unix/Linux



Expert

Puppet, Jenkins, Zabbix



Expert