

# 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

#### Phone

410-279-0218

#### E-mail

jesszackowitz@gmail.com

#### Portfolio

[www.jesszackowitz.com](http://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 - 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 - 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 - 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 - 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"