

Antonette Dach

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EXPERIENCE

LEAD DEVOPS ENGINEER, DESK.COM

New York, NY

12/2013 – present

- The pursuit of continuous self-improvement, and technical achievement
- Making data driven decisions to improve resilience, and service quality
- Architecting, and building systems impervious to chaos and cloud weather
- Sharing knowledge and mentoring others
- Solving seemingly impossible challenges
- Avoiding unnecessary complexity, and simplifying complex methodologies
- Unencumbered freedom to innovate, and automate everything

TECH LEAD DEVOPS ENGINEER

Phoenix, AZ

12/2006 – 09/2013

- Maintain the R&D runtime environments by providing environment provisioning automation on private and public clouds
- Develop and introduce the right tools to support the above
- Design and implement the installation and deployment aspects of the product on private and public clouds
- Maintain and optimize all of the product release pipeline phases: Build, Application deployment, Artifact promotion
- Be a leading member of the R&D scrum teams, serve as a technical focal point and promote collaboration and knowledge sharing within your team and the team interfaces
- Integrate, support and enhance the continues automatic testing of the products
- Serve as the team focal point for windows and Linux system administration

LEAD DEVOPS ENGINEER

San Francisco, CA

01/2004 – 09/2006

- Work closely with quality engineering, product management and other team members to develop, test and deploy high quality software
- Attention to detail to ensure code management, code workflow, security and performance analysis standards are adhered to
- Own the code promotion process, including source control management, branch management, and build management
- Supporting and working alongside Agile development teams to ensure they have all the facilities to get the job done
- Support and improve our tools for continuous build, automated testing and release management
- Monitor the SaaS environment and work with QA, Developers, Ops to identify and solve problems
- In conjunction with the project manager, develop technical project plans and timelines

EDUCATION

RUTGERS UNIVERSITY

Bachelor's Degree in Engineering

SKILLS

- Excellent team player, including the ability to work cross functionally in a fast paced environment
- Ability to build strong relationships and influence others across the organization
- Excellent written and verbal communication skills. Ability to read, write, and interpret business and technical documents
- Experience working in a high capacity, highly scalable mission-critical web serving environment
- Ability to troubleshoot issues in highly complex network setups
- Strong Knowledge of Build automation
- Knowledge of best practices and IT operations in an always-up, always-available service
- Extensive knowledge & demonstrable working experience with at least one prominent programming language such as Java, C or C++
- Strong attention to detail
- Ability to use a wide variety of open source technologies and cloud services (experience with AWS is desirable)