# Jessica Zackowitz

## DevOps Engineer

📞 410-279-0218  🔗 www.jesszackowitz.com
✉ jesszackowitz@gmail.com

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

| Skill | Level |
|---|---|
| Collaboration | Expert |
| Critical Thinking | Advanced |

## Hard Skills

| Skill | Level |
|---|---|
| Continuous Deployment | Expert |
| Unix/Linux | Expert |
| Puppet, Jenkins, Zabbix | Expert |
| AWS, Cisco | Advanced |
| Python, GIT | Advanced |

## 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"