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

Soft Skills

Skill	Level
Interpersonal Skills	●●●●● Expert
Collaboration	●●●●● Expert
Critical Thinking	●●●●○ Advanced

Hard Skills

Skill	Level
Programming	●●●●● Expert
Server Management	●●●●● Expert
Security	●●●●● Expert
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.
- Transitioned to GIT version control and pair programming to raise speed 30%.
- Wrote scripts to automate security upgrades. Cut vulnerabilities by 20%.
- Used Puppet and Zabbix to boost quality, cutting customer complaints by 50%.

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.
- Used Jenkins and AWS tools to cut release times by 20%.

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.
- Assisted with refining the Software Development Life Cycle to fit system needs.

Education

2008 - 2012

BS in Computer Science, University of Michigan

- Pursued a passion for programming and network management.
- Excelled in security classes.
- President, 314 Action STEM Organization.

Additional Activities

- Member, DevOps Agile Skills Association.
- Volunteer as DevOps for Berth County Animal Shelter.
- Manage continuous deployment of fundraising app for Maple Street Soup Kitchen.
- Run half marathons to stay in shape.

Certifications

AWS Certified DevOps Engineer

AWS Certified SysOps Administrator

Conferences

2017	DevOps Days, Spoke on a panel about serverless networks
2015	ChefConf

Publications

2017	Article on containers appeared in "The Agile Admin"
2016	Article on monitoring best practices appeared in "DevOpsGuys"