

Gabe Kahen

Linux engineer with 4+ years of professional experience

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EXPERIENCE

Tendril, Boulder, CO— *Customer Success Engineer*

January 2018 - PRESENT

Classify inbound customer tickets in JIRA. Write support documentation, script basic command line and SQL tasks.

Voyant, Boulder, CO— *Devops Engineer*

October 2016 - January 2018

Provide day-to-day operations support to Voyant's various application development teams. Create and maintain tools for integration and monitoring (such as Jenkins, Slack, Docker, or Sensu) written in Go, Python and Ruby. Help to plan and organize future application deployments. Worked on migrating existing infrastructure from IaaS cloud to self-hosted cloud infrastructure (Openstack, VMware).

Webscale, Boulder, CO— *Linux Support Engineer*

June 2014 - September 2016

Worked with a small team to support and design scalable, cloud agnostic IaaS + SaaS solutions for e-commerce applications. Designed and built automation systems in Ruby, Bash in support of third-party web development teams. Diagnosed and coordinated responses to complex application and infrastructure issues while participating in a 24/7 on-call rotation, including post-mortem analyses to detect, prevent and resolve future issues. Maintained an internal and external knowledge base to support efforts of customer, on-call team and other departments.

Managed Services Team, Rochester, NY— *System Administrator*

May 2013 - February 2014

EDUCATION

Rochester Institute of Technology, Rochester, NY — *B.S. Computing Security*

2009 - 2013

PROJECTS

CasaBot — *Slack interface to Casatunes music player*

<https://github.com/inteliquent/casabot>
<https://github.com/inteliquent/casatunes>

SKILLS

Cloud Computing
Configuration Management
Containerization
Customer Support
Linux Engineering
Networking
OO Programming
Web applications

PROFESSIONAL ACCOMPLISHMENTS

Developed automation tools to enable reliable and secure file sharing to distributed application nodes

Created a suite of diagnostic tools aiding in the collection of data from product APIs and customer environments

Participated in the design and documentation of personal, group and inter-team procedures, including workflow management, maintenance tasks and code review

Worked closely with development teams to provide development tools, maintain CI/CD pipelines, and monitor production infrastructure

LANGUAGES

Golang, Python, Ruby, Shell