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| Gabe Kahen  Linux engineer with 4+ years of professional experience | 1066 Little Grove Court  Longmont, CO 80503  **(516) 287-4771**  [**gabe@gabekahen.com**](mailto:gabe@gabekahen.com)  [**www.gabekahen.com**](http://www.gabekahen.com) |
| EXPERIENCETendril, 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 2014EDUCATIONRochester Institute of Technology, Rochester, NY — *B.S. Computing Security*2009 - 2013PROJECTSCasaBot — *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 |