
EXPERIENCE

Slack Technologies

San Francisco, CA

Visibility Operations Engineer

Jul 2015–Present

- Subject matter expertise with the ELK stack (Elasticsearch, Logstash, Kibana)
- Built/maintained Kafka infrastructure (with Samza, Secor, Zookeeper)
- Managed/improved Icinga infrastructure
- Experienced with Graphite TSDB (in addition to carbon-c-relay, statsd, collectd)
- Built and maintained Prometheus infrastructure

Box, Inc.

Los Altos, CA

Storage Operations Engineer II

Aug 2014–Jul 2015

- Primary Storage SRE for Box's new storage infrastructure
- Managed storage infrastructure (systems/hardware troubleshooting)
- Provided Box architecture overviews for new hires
- Developed internal tools and automation
- Built and enhanced alerting of the infrastructure
- Primary (24/7/365) on-call person for the Storage-Ops team

NOC Engineer

Feb 2013–Aug 2014

- Monitored key site metrics and alerts to ensure site reliability and uptime
- Wrote and tuned various Nagios checks
- Worked with other teams to respond to and resolve incidents
- Responsible for internal communications regarding customer-impacting issues
- Documented and updated runbooks, procedures, and architectural diagrams

Office of the County Counsel

Santa Clara, CA

Information Systems

Nov 2012–Jan 2013

- Provided technical support to attorneys, paralegals, and other staff
- Created guides, overviews, and protocols

University of California, San Diego - History Department

La Jolla, CA

Computer Service Assistant IV

Nov 2008–Jun 2010

- Trained UCSD faculty and staff in various computer applications
- Primary contact for computer/equipment troubleshooting for faculty and staff

SKILLS

- Linux, AWS
- Scripting and automation
- Mentoring/Teaching
- Documentation
- Puppet/Chef
- Python, Bash
- Git, Terraform, Graphite, ELK, Prometheus, Icinga, Rsyslog

EDUCATION

University of California, San Diego

La Jolla, CA

B.S., Human Biology

June 2010

De Anza College

Cupertino, CA

- Introduction to Unix/Linux
- Advanced Unix/Linux
- Shell Programming

Q4 2012

Q1 2013

Q2 2013