EXPERIENCE

Slack Technologies   San Francisco, CA
  Visibility Operations Engineer   Jul 2015–Present
- Subject matter expertise with the ELK stack (Elasticsearch, Logstash, Kibana)
- Built Kafka infrastructure for Datawarehouse (with Samza, Secor, Zookeeper)
- Managed/improved Icinga infrastructure
- Experienced with Graphite TSDB (in addition to carbon-c-relay, statsd, collectd)
- Built and maintained Prometheus cluster/infrastructure

Box, Inc.   Los Altos, CA
  Storage Operations Engineer II   Aug 2014–Jul 2015
- Primary Storage SRE for new storage architecture
- 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   Q4 2012
- Advanced Unix/Linux   Q1 2013
- Shell Programming   Q2 2013