

# JAMES HOGENDOORN

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IT Specialist with 10+ years of professional experience in technology related fields. Expert and highly familiar with a wide variety of Cloud, Automation, Content Delivery, and Server Operations.

## PROFESSIONAL EXPERIENCE

Corus Entertainment – Toronto Ontario  
*Systems Analyst, January 2008 – Present*

Working in the Digital department of Corus, and previously in Corporate IT as a Service Desk Level 2, I have been fortunate enough to gain a vast knowledge of all things technology. Starting my career on the Service Desk helped with customer service and day to day troubleshooting skills. In my current role as Systems Analyst in Digital, my responsibilities range from creating repositories to designing complete web stacks. My small group was fortunate enough to lead the way in cloud computing for the company by making the decision to move to Amazon Web Services (AWS) in late 2011, and then launching our first full production app in early 2012. Since this time we have launched hundreds of servers to manage the Corus Digital portfolio from mobile apps to websites and everything in between.

- Day to day operations of 100+ servers using Linux and Windows Server 2008+
- Daily management and implementation of key Corus Digital services such as hosting, video delivery, storage, CDNs, and domain portfolio management.
- Implemented server monitoring and logging tools to help ensure up time and application stability across all Corus brands.
- As Digital touches almost all aspects of Corus, Agile and Canban workflows, along with various ticketing systems are used on a daily or weekly basis.
- In depth working knowledge of a large number of AWS tools and services: EC2, AutoScaling, RDS, S3, Glacier, Beanstalk, Lambda, CloudFront, Route53, CodePipeline, CodeBuild, CloudWatch, CloudFormation, OpsWorks, IAM, ElasticSearch

### Key Skills and Tools

Servers: AWS, Nginx, Apache, MySQL, RDS, DNS

Automation: OpsWorks, Chef, Ansible, Terraform, CloudFormation, BASH, Jenkins, RunDeck

Storage and Delivery: Akamai, S3, CDNs, Load Balancing, MPX thePlatform, Big Data

Logging and Monitoring: ELK, ElasticSearch, Zabbix, NewRelic, Splunk, Dynatrace, CopperEgg, Datadog, Sematext, Krux

Other: MarkMonitor, Jira, Confluence, GIT, SVN, Drupal, WordPress, Krux, Heroku, Docker, Kubernetes,

**Primus Telecommunications – Toronto Ontario**  
*Technical Support Agent Level 1 / 2 - January 2007 – December 2007*

- DSL and VOIP customer facing technical support tasked with answering customer calls and troubleshooting technical problems.
- Troubleshoot setup problems or existing issues around internet connectivity and networking issues.
- Second Level support took on existing issues not resolved over the phone. Assist when possible, or bring in support of a line technicians to support on site.
- DNS, DHCP, Networking, Ticketing

## **CERTIFICATIONS**

- AWS Certified Solutions Architect - Associate (AWS-ASA-17789) - June 2016
- Google Cloud Platform Fundamentals CP100A

Currently studying for AWS Certified SysOps Administrator and AWS Certified Developer.

## **AWARDS AND HONORS**

- Employee of the Quarter at Corus Entertainment 2009
- Multiple letters of praise from Executive Assistants and Executives of Corus including EVP of Technology, CTO, and CEO

References available upon request