

# MICHAEL LEE

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## WORK EXPERIENCE

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### TECHNICAL SUPPORT ENGINEER

February 2019 – Present  
San Francisco, CA

*Cloudflare, Inc.*

- Provide SME guidance for Cloudflare Stream, a managed VOD platform for agile video delivery
- Collaborate with a highly technical engineering team across the globe to provide 24x7 support
- Troubleshoot highly technical issues relating to DNS and other networking-related issues
- Utilize Zendesk, JIRA, Git (BitBucket), Confluence, G-Suite, and Trello to manage workflow
- Investigate issues with CLI tools: cURL, MTR / traceroute, dig, openssl, tcpdump, nmap, etc.
- Analyze logs with Kibana, Grafana, and SQL to optimize security, reliability, and performance
- Advise for DDoS mitigation and preventative measures against cyber-attacks / vulnerabilities
- Recommend caching best practices using the #1 ranked performant CDN in the world
- On-board customers at the Enterprise-level using the #1 ranked DNS provider in the world
- Instruct on web app configuration for Unix / Linux (Apache, Nginx), Windows (IIS), etc.

### IMPLEMENTATION CONSULTANT

August 2017 – January 2019  
Sacramento, CA

*FAST Enterprises, LLC.*

- Configure VB.NET, SQL Server, and Windows Server back-end/front-end app stack for California EDD
- Consult as point of contact for clients at industry standards/policies to optimize infrastructure w/ agile
- Utilize in-house ticketing system to report, document, and track analyzed business process changes
- Empower clients to be self-sufficient by teaching them to configure and utilize the application themselves

### SYSTEMS ADMINISTRATOR

December 2015 – June 2017  
Bellingham, WA

*University Housing ResTek, WWU*

- Maintain FreeBSD/Debian servers with FreeRADIUS, PostgreSQL/MySQL, LDAP to support 7000+ nodes
- Manage residential VLAN subnets with DHCP, BIND-DNS, Rsyslog, Wireshark, CPI, Nagios, IPTables
- Host mission critical web services with Nginx reverse proxies secured over https using Let's Encrypt certs
- Update and deploy server/workstation OS and software configuration using Puppet and KACE/SCCM/GPO
- Automate system processes using Bash to reduce manual user input and increase maintainability
- Provide 2<sup>nd</sup> tier support/training for 1<sup>st</sup> tier IT support for customer service via in-house ticketing/MantisBT

### SENIOR HELP DESK CONSULTANT

September 2013 – December 2015  
Bellingham, WA

*Academic Technology and User Services (ATUS) Help Desk, WWU*

- Provide IT customer service in-person, over the phone, email, and VoIP for 20-50 end users per day on avg.
- Troubleshoot devices: printer/copier, AV equipment, PCs (MacOS/Windows/Linux), phones (iOS/Android)
- Manage ticketing through BMC Magic/Dell KACE, closing tickets when issue is resolved to user satisfaction
- Took lead on technical documentation for internal/external knowledgebases to clearly illustrate IT processes

### EVENT & BRAND AMBASSADOR

March 2013 – Present  
West Coast, USA

*ACParadise: Aniplex USA; Bandai Namco US; Daisuki.net; and Discord*

- Promote services, products, and brands from industry leading anime and videogame companies
- Deliver engaging experiences at panels, trade shows, and red-carpet movie events for passionate community
- Organize and coordinate events according to client specifications and aim to exceed expectations

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## FREELANCE & CERTIFICATIONS

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- G Suite Administrator Fundamentals certified through Coursera – Completed in October 2018
- Google IT Support Professional certified through Coursera – Completed in September 2018
- Launched various websites using AWS EC2/S3/CloudFront/Route 53/LightSail technologies – 2014-2018
  - Misc. tech.: WordPress, GitHub Pages, Jekyll, Nginx, Git, SSH, PuTTY, VMWare, PHP
- Leadership at WWU's Tespa, MISA, WWUGA, Overwatch, Dota 2, and LoL organizations since 2014
- CCNA Home & Small Business certified through Cisco Networking Academy – Completed in July 2013
- CompTIA A+ certified through Central Kitsap High School CTE program – Completed in April 2013
- Volunteer for several non-profit, for-profit, and community causes & organizations since 2007
- Interests: Building evolving relationships; supporting art; traveling; karaoke; comics; esports; giant robots

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## EDUCATION

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### MANAGEMENT INFORMATION SYSTEMS (MIS)

Graduated June 2017

### BACHELOR OF ARTS, BUSINESS ADMINISTRATION

*Cum Laude*

*Japanese Minor | E-Commerce Development Certification*

*Honor Roll*

*Western Washington University, College of Business & Economics, Bellingham, WWU*