

## **Skills**

### **High Level Skills:**

System Administration, System Automation, Incident Management, Hardware and Software Troubleshooting and Support, Network Administration, Linux, macOS, Virtualization, Cloud Computing, Data Backup, System Monitoring and Alerting, Documentation Development, Develop and lead Training

### **Tools:**

AWS: EC2; ElastiCache; EBS; CloudWatch; IAM, Mesos, Prometheus, Puppet, Docker, SaltStack, Redis, Splunk, Kubernetes, Graphite, Grafana, GitHub Enterprise, git, Ansible, Proxmox

### **Programming Languages:**

Python (Proficient), Bash/Zsh (Proficient), Java (Intermediate), Go (Beginner), Ruby (Beginner), C (Beginner)

### **Other Skills:**

Film production, Illustrator, Photoshop, After Effects, Premiere Pro, AVID Pro Tools, Audio Engineering, Live Audio/ Video Production, Radio Broadcast, AES Member, HAM Radio - Technician (KC1DHD)

## **Certifications**

Certified Kubernetes Administrator (CKA) — The Linux Foundation

04/2024

## **Experience**

### **Amazon Web Services — Vancouver, Washington**

#### **Cloud Support Engineer — Linux**

03/2020 – 09/2023

- Provided support for customers using various services on AWS such as EC2, EBS, ElastiCache, CloudWatch
- Developed internal tooling and training material
- Led training sessions for new hires and upper leadership
- Performed on-call duties for service escalation and quality improvement efforts

### **Apple — Cupertino, California**

#### **Siri Production Engineering**

01/2018 – 09/2019

- Deployed and maintained fleets of servers on a global scale
- Performed on-call duties for globally distributed services, approved code releases, coordinated planned and unplanned traffic moves, and triaging user errors
- Managed a continent scale outage, leading a root cause analysis and producing a detailed report
- Automated tasks bringing down operator's required time from over 7 hours to under 2 hours
- Managed and developed documentation for multiple internal services, defining support channels and SLAs

#### **Siri Dev Ops Intern**

01/2017 – 08/2017

- Developed a system to gather the state of all servers across a global fleet and produced various reports
- Collaborated with various teams throughout Apple to expand my knowledge on the server infrastructure, monitoring platform, reporting platforms, and automation processes

### **WTR 89.7 — Rochester, New York**

#### **Chief Engineer**

01/2016 – 05/2017

- Elected the designated Chief Operator for RIT's radio station
- Managed a team of volunteers and employees
- Rebuilt multiple core services to increase resiliency and failover capabilities
- Coordinated with university administration and radio industry professionals to design and execute the construction of a \$250,000 industry level broadcast studio, Studio X
- Setup automation and system monitoring for a 24x7 radio broadcast service

#### **Staff Engineer**

05/2014 – 12/2015

- Assisted the Chief Engineer to maintain and rebuild many of the radio station's core services
- Onboarded and converted older systems to be controlled via SaltStack and CobblerD infrastructure
- Initiated monitoring system for entire infrastructure. Initiating the plan for construction of a new studio, Studio X

## **Education**

Rochester Institute of Technology — Computer Science BS

Rochester, New York