

## **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 (aws.amazon.com), Mesos (mesos.apache.org), Prometheus (prometheus.io), Puppet (puppet.com), Docker (docker.com), SaltStack (saltstack.com), Redis (redis.io), Splunk (splunk.com), Ansible (ansible.com), Kubernetes (kubernetes.io), Graphite (graphiteapp.org), Grafana (grafana.com), GitHub Enterprise (github.com)

### **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, Radio Broadcast, Live Audio/Video Production, Audio Engineer, AES Member, HAM Radio - Technician (KC1DHD)

## **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, and CloudWatch. Updated and produced internal documentation and training material. Led training sessions for new hires and upper leadership. Developed internal tooling to reduce engineering effort while troubleshooting common issues that impacts thousands of customers. Performed on-call responsibilities for team and service escalations as well as quality improvement efforts.

### **Apple — Cupertino, California**

#### **Siri Production Engineering**

**01/2018 – 09/2019**

Deployed and maintained fleets of servers and worked across multidisciplinary teams to improve reliability, insight, and monitoring of systems on a global scale. Performed on-call responsibilities for globally distributed applications such as code releases on a fast paced schedule, coordinated traffic moves for required maintenance or unexpected service outages, writing incident reports, and troubleshooting developer workflows. Automated various workflows reducing the required engineering resources, and created or refined documentation. Controlled access to many restricted systems, enforcing and auditing access requests. Developed solutions across many teams that handled faulty hardware, decommissioning procedures, managed fleet-wide updates, monitoring, and escalation policies.

#### **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 from the data collected. Communicated with multidisciplinary teams throughout Apple to expand my knowledge on the server infrastructure, monitoring and 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 which rebuilt many of the core services running the radio station. Coordinated with university administration and radio industry professionals to design and execute the construction of a \$250,000 industry level broadcast studio. Learned many key concepts for system automation and system monitoring for a 24x7 service radio broadcast.

#### **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**