

Experience**Amazon Web Services (aws.amazon.com)**

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 impacting thousands of customers. Performed on-call responsibilities for team and service escalations and quality improvement efforts.

Apple (apple.com)

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 report the state of all servers on a global scale 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.

WITR 89.7 (witr.rit.edu)

Rochester, New York

Chief Engineer**01/2016 – 05/2017**

Elected the designated Chief Operator for RIT's college 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 such as radio broadcast.

Staff Engineer**05/2014 – 12/2015**

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

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:

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

Programming Languages:

Bash/Zsh (Proficient), Python (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)

Education**Rochester Institute of Technology (rit.edu)**

Rochester, New York

Computer Science – BS

2013 – 2018

WITR 89.7, Ukulele Club

Gates Millennium Scholarship (www.gmsp.org), 2013