

# Joaquin G. Casares

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Austin, Texas 78741

gmail: joaquin.casares

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## EDUCATION

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December 2010

The University of Texas at Austin

Austin, Texas

**Bachelor of Arts in Computer Science**

**Bachelor of Science in Radio-Television-Film**

**Interdisciplinary Study in Digital Arts & Media**

185 credit-hours towards a double major and interdisciplinary program.

Completed *The Advanced Digital Media Institute* within The Division of Instructional Innovation and Assessment August 2009.

*New Media Initiative: ACTLab Program* alumni.

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## SKILLS

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### Systems:

Linux: Development/Support

Mac: Development

Windows: Personal

### Primary Languages:

Python

Java

C/C++

### Resources:

Amazon Web Services

Apache Cassandra

Distributed Teams

Git

Jira

### Ideology:

Automation

Big Data

Cloud Computing

RESTful APIs

Smart Installers

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## WORK HISTORY

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January 2011 – Present

DataStax

Austin, Texas

**Senior Support Engineer / Cloud Tools Engineer**

Lead support in a small team for DataStax Enterprise which fuses many big data components and tools on top of and centered on Apache Cassandra.

- Work with engineers to support 16+ products across 6 different platforms
  - Supporting ~200 organizations.
  - Primary point of contact for ~9 months.
  - Solve issues via Zendesk, public forums, IRC, mailing lists, phone calls, and remote viewing sessions.
  - Take lead on escalated cases, when needed.
- Departmental infrastructure development
  - Training a team of 5 individuals.
  - Creating internal and external policies.
  - Developing tools, cron jobs, and Zendesk widgets for internal benefit.
- Administrative, Documentation, Product, and Sales team integration
  - Develop an internal knowledge base, wiki, and assorted tools across multiple departments.
  - Advise Proof of Concept leads over initial designs.
- Active community evangelist
  - Develop, maintain, and support the DataStax Amazon Machine Image and command-line launcher.
  - Attend and present at Cassandra Austin Meetups and associated groups.

October 2010 – March 2012

Digital Precision

Austin, Texas

**Founder / Animation Expert**

Founded a three-dimensional animation business in the central Texas region.

- A three minute marketing demo for DataStax was conceptualized, modeled, and animated in two weeks time.
- Research and consultation for multiple projection mapping projects using Blender.

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## WORK HISTORY (CONT.)

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August 2008 – January 2011

~FAST Tex / Digital Media Services

Austin, Texas

### **Student Programmer / Software Designer**

Began in the intradepartmental Digital Media Services performing training and support for classes within multiple disciplines. Later, programmed under the ~FAST Tex team while continuing my previous responsibilities.

- Train classes of undergraduate and graduate students, staff, and faculty in using multimedia software in a classroom/lab environment.
- Work on an array of team projects encompassing the Silverstripe CMS, wxPython, SIMILE, and Unity.
- Confront a variety of issues and tasks under minimal supervision in a rapid, interactive setting.

June 2007 – May 2009

Self-Employed Legal Animation Contractor

Eagle Pass, Texas

### **Collision Reconstruction Animator**

Creating scaled three-dimensional animations for use in mediation settlements. Worked with Knickerbocker, Heredia, Jasso & Stewart, P.C. for a majority of these projects.

- All animations based on legal depositions and scientific consultation producing scaled renditions.
- No supervision occurred other than the first and final meetings for each case.
- Mild, if existent, polishing touches were required.

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## OPEN SOURCE

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- [github.com/riptano/ComboAMI](https://github.com/riptano/ComboAMI)

Official DataStax Amazon Machine Image that began as a pet project. The AMI takes a set of input parameters via the EC2 user-data to install, RAID, ring, and launch a DataStax Enterprise/Community cluster.

- [github.com/joaquincasares/cassandrалаuncher](https://github.com/joaquincasares/cassandrалаuncher)

Allows for the DataStax AMI to run from the command line while removing common user errors. End-to-end time to a cluster of any size is ~5 minutes. 22,000+ PyPI downloads.

- [github.com/joaquincasares/zendesk\\_downloader](https://github.com/joaquincasares/zendesk_downloader)

Efficiently downloading and extracting all Zendesk attachments for a ticket in an organized manner for local access and manipulation.

- [github.com/joaquincasares/pagerduty](https://github.com/joaquincasares/pagerduty)

Everyday usage of PagerDuty notifications and widgets.

- [github.com/joaquincasares/heap-calculator](https://github.com/joaquincasares/heap-calculator)

Easily calculates and explores common Apache Cassandra heap pressure issues.

- [github.com/joaquincasares/python-tumblpy](https://github.com/joaquincasares/python-tumblpy) & [github.com/joaquincasares/python-netflix](https://github.com/joaquincasares/python-netflix)

Contributed small fixes and enhancements for sleek Python API interfaces.

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## COMPLETE RESUME

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[joaquincasares.github.com](https://joaquincasares.github.com)