

JONATHAN PIRRO

Operations Engineer

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TECHNOLOGIES

Development Operations

- Cloud computing services (AWS)
- Configuration management (Chef)
- Continuous integration (Jenkins)

Programming Tools

- Linux (Amazon Linux/RHEL/CentOS)
- Scripting/tools (Ruby/shell)
- Version control (git/GitHub)
- Web development (CSS/HTML/JavaScript/Go)

Monitoring Services

- Log/pattern-driven (Splunk)
- Event/trend-driven (Datadog)
- Alerting and scheduling (PagerDuty)

Project and Personnel Management

- Documentation and issue tracking (JIRA/Confluence/HipChat/BaseCamp)
- Onboarding (process development, user access control, presentations)

EXPERIENCE

WB Games San Francisco

October 2016 - present

DevOps Engineer

- Reduced average host launch time by 5 minutes by reducing inefficiencies in build process and package installations
- Built utilities for automating processes, improving visibility into host builds, infrastructure logistics, and metric tracking
- Enhanced log visibility for multiple studio teams through redesign of logs for runit-based services
- Improved understanding and standardization of technical processes through extensive upkeep of documentation
- Re-engineered a host consistency audit to verify the authenticity of active host records, including edge-case checks, runbook design, and alert restructuring, resulting in more consistent records and less frequent false positives

craigslist

November 2015 - September 2016

IT Administrator

- Streamlined the backup and configuration management processes by fully rebuilding local OS X server setup
- Re-designed software and image deployment process to be easily customizable across departments
- Provided detailed monitoring and metric collection of in-house servers through revamp of hardware database

Google

March 2013 - May 2015

Internal Technology Resident

- Assisted an international team in data collection of issues in conference rooms, leading to extensive remediation of issues and development of standards for newly-deployed rooms and offices
- Hosted and managed the Information Technology Orientation for newly-hired temps, vendors and contractors

BAMM.tv

June 2011 - February 2013

Systems Administrator & Workflow Developer

- Created expandable workflow for multimedia assets via redevelopment of iSCSI network and SAN data infrastructure
- Standardized studio processes through redevelopment of knowledge base and reorganization of company assets

SAE Expression College

July 2010 - June 2011

IT Helpdesk Technician

- Provided walk-up and desk-visit assistance for entire college student body and faculty
- Assisted with four mass-classroom deployments, allowing all of the computers in each room to be fully upgraded/replaced and reimaged with a fully-managed, custom-made build of the operating system

EDUCATION

SAE Expression College

September 2008 - June 2011

Bachelor's of Applied Science, Sound Arts, class valedictorian