

KEVIN TSAI

@ ktsai99@umd.edu +1 301-828-8230 in https://www.linkedin.com/in/kevin-tsai99/

EDUCATION

B.A. Information Science
University of Maryland, College Park
📅 Graduation May 2022

- Dean's List: Spring '18, Spring '20, Fall '20
- Academic Honors: Fall '18

EXPERIENCE

Campaign Registry DevOps/Cloud Engineer Intern
Kaleyra
📅 June 2021 – Oct 2021 📍 Remote

- Built Production Environment AWS infrastructure various resources, EC2, S3, CDN, in **Terraform/Terragrunt** Template
- Automated RDS Read Replica Promotion process through **Lambda (Python 3.8)** and **EventBridge**
- Privatized Static Asset S3 Buckets Access and restricted only **Cloudfront Access** with added Lambda security headers
- Created **Jenkins** Pipelines for Base Images to AWS ECR with **Docker**
- Deployed Terragrunt templates to **Bitbucket**

Campaign Registry Software Engineer Intern
Kaleyra
📅 June 2020 – June 2021 📍 Remote

- Created streamlined incident response management with escalation, on-call scheduling, and audit trailing to overcome scalability, escalation, scheduling, and meeting service level agreement (SLA) challenges.
- Consolidated Campaign Registry workflow environment through product assessment of Software as a Service (SaaS) management platforms **OpsGenie** and **Pagerduty**.
- Setup external ticketing service **Freshdesk** and cloud monitor service **DataDog** to be integrated into OpsGenie workflow.
- Utilized **Klipfolio** BI tools to assemble multiple dashboards visualizing TCR data and key performance indicators (KPIs).
- Investigated and produced high-level analysis presentations for upper-level management teams; Successfully fielded questions from presentation participants.

IT Assistant

UMD Career Center & The President's Promise
📅 July 2018 – June 2020 📍 College Park, MD

- Utilized **KACE systems** to track, update, and manage the Career Center's computer inventory and service tickets.
- Resolved employees' daily hardware and software difficulties.
- Set up peripherals equipment for employee meetings.
- Employed web content management framework **Drupal** to keep Careers4Terps (C4T) website updated.

SKILLS

Programming Languages

Java Python SQL JavaScript

HTML5 CSS YAML Groovy

Bash

Services

AWS DataDog Freshdesk

Klipfolio Pagerduty Bitbucket

JIRA OpsGenie

Technologies

iOS Linux Jenkins Ansible

Terraform/Terragrunt

CERTIFICATIONS

Certified AWS Solutions Architect Associates
Amazon Web Services
📅 Exam date pending

Certified AWS Cloud Practitioner
Amazon Web Services
📅 Certified until Jan 22, 2024

PROJECTS

Dynamic Web Application Greenbox

- Front-end Development through **Vanilla JS, Bulma CSS, HTML5**
- Back-end DB with **MySQL**
- Rest Server API routes and queries **Sequelize + Express JS**

LEADERSHIP SKILLS

Customer Service
PokiDC Shift leader
📅 May - August 2018 📍 Rockville, MD

- Maintained high standards of serving customers during high-volume, fast-paced operations
- Collaborated with co-workers and management with clear communication and positivity