# LANDON DAO
## Sr Site Reliability Engineer

## ⓘ Summary

A full-stack generalist who constantly deep dives into new languages and unfamiliar software. Hungry, hardworking, and consistent

## ☑ Experience

### Sr Site Reliability Engineer
General Electric Digital

February 2019 - Present

- Automated the build process of AWS resources through "Infrastructure as Code" tools like terraform and chef to make environments portable and easy to maintain
- Integrated AWS codebuild and Jenkins CI/CD pipelines enabled with regression testing to decrease time to deliver on features while decreasing software errors
- Instrumented processes to detect anomalies in high cpu and memory usage to proactively decrease the number of critical outages across GE
- Used machine learning to analyze trends in monitoring metrics of an asset to determine root causes of outages and recommend possible solutions
- Designed an automation framework to perform self-healing actions on servers for common alerts which reduced the workload of operational engineers by ⅘ for specific errors
- Created a serverless self-service portal for event clustering configuration, noise suppression rules and viewing asset metrics
- Optimized database tables, indexes and queries to improve various applications' performance and added purge processes to remove stale data older than the retention period
- Enforced high availability, clustering, redundancy and failover testing on all key infrastructure components

### Lifecycle Operations Engineer
General Electric Digital

December 2017 - February 2019

- Built an intelligent deployment package to install monitoring agents on unix, linux and windows operating systems which recognized the operating system/kernel version and installed the correct package
- Stabilized and scaled a detailed monitoring platform from 48,000 to over 65,000 compute, storage and network devices using open source tools
- Architected and implemented a serverless event clustering platform that reduced ticketing noise by 95% which included grouping events under site outages, correlating alerts across disparate monitoring tools, etc.
- Maintained uptime, health and reliability of critical applications and infrastructure at an enterprise scale

### Software Engineer
Utility Associates, Inc.

May 2015 - December 2017

- Developed an internal inventory management web application that allowed field engineers to identify, track and configure equipment which reduced hours of manual overhead and back-and-forth dialog

## </> Software

- Python
- Golang
- Java
- Javascript
- NodeJS
- GremlinQL
- Ruby
- SQL
- Bash
- Powershell
- HTML/CSS

## 🗄 Skills

- Terraform
- Chef
- Ansible
- Kafka
- RabbitMQ
- Nginx
- HAProxy
- MySQL
- PostgreSQL
- InfluxDB
- Grafana
- Redis
- GitHub
- AWS
- Neptune/GraphDB
- UI/UX Design
- Automation

## 🔖 Certifications

- AWS SysOps Admin
- AWS Developer
- Oracle 11g Developer

- Added features and functionality to a real-time, mission critical web application with more than 80,000 users
- Refactored old web applications into mobile-first, cross platform and efficient applications to reach a bigger audience of users
- Created dashboards with dynamic reports using chart.js with backend databases

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## 📖 Education

**_Georgia Institute of Technology_**
Computer Science

January 2019  -  August 2022
Masters of Science

**_Georgia Gwinnett College_**
Enterprise Systems

August 2011 -  August 2015
Bachelors of Science