David A. Fuentes

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WORK EXPERIENCE

Site Reliability Engineer (I)

Media Temple (GoDaddy)   *April 2017 – Current*

- Oversee and maintain hundreds Linux based servers, including but not limited to clusters, NAS, PowerDNS, Exim mail servers, and MySQL replications; these systems may be installed with CentOS, Solaris, or Debian as bare metal or Virtuozzo hosts/containers

- Troubleshoot and resolve issues such as slowness/unresponsiveness, high load, or memory, and back-end errors experienced by employees and customers using our services; Use IPEPS and iLO devices to manage unresponsive servers and upgrade firmware or OS

- Mitigate (D)DoS attacks using Arbor (D)DoS Protection service and more direct techniques such as custom iptables rules

- Triage incident reports from Customer Support and provide direction on customer-facing communication according to our SLA; Investigate and resolve complex internal issues, escalating or de-escalating to other teams or departments as necessary

- Liaise with the data center team and vendors to replace failed server hardware components; Occasionally go to the data center to directly manage hardware.

- Provision, deprovision, and uplift systems as necessary

- Detect and disable malicious content or spamming on customer servers, both manually and using a custom proprietary Perl script, based on 3rd party complaints and from internal monitoring

- Manage and update existing scripts and custom server packages using git, Puppet, Jenkins, and Fisheye

- Write and update Confluence documentation for various procedures and scripts

Systems Engineer

thinQ   *October 2019 – April 2020*

- Worked together with another Core infrastructure member to fully plan, build, configure, and administer a completely new VMWare-based infrastructure with plans to do a clean migration from the legacy VMWare infrastructure. Configured and managed including but not limited to: Prometheus, Foreman/Katello, Ansible, Netapp, Nimble, FreeIPA, and Zabbix

- Spearheaded the addition, removal, and changes of all levels of monitoring and alerting produced by internal systems (e.g. Zabbix, Prometheus, Monit) and 3rd party watchdog services (e.g. AWS, Opsgenie, Slack). This concluded in a reduction of unnecessary/duplicate alerts and notifications by about 80%, while bringing to greater attention important and unseen issues in a faster and more efficient manner

- Took charge in reviewing the company's service and product usage in AWS and GCP, then proceeded to optimize workflows and make changes to reduce cloud costs by approximately 30%

- Primarily lead the push for the Infrastructure and IT departments to update or increase documentation of all systems as well as using Jira in a more detailed and technical manner

- Wrote several Bash and Ansible scripts to automate mundane and lengthy tasks such as provisioning and configuring servers. All scripts were documented in Confluence and stored in git repos through Bitbucket

- Administered, troubleshooted, deployed, and configured currently used VMWare-based Ubuntu containers used for production and development
- Occasionally went to the data center for assisting in hardware maintenance

- Participated in 24x7 on-call rotations, escalation workflows, and production incidents management

Level 4/Senior Support Agent & Incident Manager
Media Temple *January 2015 – April 2017*

- Use the account management system and sudo access into Debian shared cluster servers or root access into CentOS VPS to assist Media Temple customers with server and website technical support: firewall management, server security hardening, managing DNS records, migration of websites, installing and updating server software packages, backup management, identifying server issues that cause poor performance such as high CPU and memory usage, disk usage management, and troubleshooting email delivery failures/issues.

- Advanced troubleshooting and resolution of Level 4 support tickets that were escalated by junior Support Agents as approved by Senior Agents

- Provide guidance and assistance to junior Support Agents via Slack chat system with questions that require a deeper level of knowledge and technical skill or require access to restricted systems/tools.

- Swing-Shift Incident Manager: Identify new and manage ongoing incidents related to Media Temple systems/services, ensuring employee and/or customer awareness of internal and/or public issues; Act as a liaison between Site Reliability Engineers and Support Agents; Setup internal company-wide incident notifications and public status page

- Contribute to and revise employee and customer Knowledge Base articles to keep them up to date.

- Update and manage a suite of command line tools for CS agents to use when troubleshooting a variety of hosting platforms. Written in Bash, managed through GitHub.

CERTIFICATIONS
- AWS Solutions Architect Associate
- Red Hat Certified System Administrator

EDUCATION
- **Wake Technical Community College**
  Associate in Applied Science - 2022
  Major: I.T. Cloud Infrastructure

TECHNICAL PROFICIENCIES
- **Server OS & Platforms:** RHEL and Debian based distros; AWS; Virtuozzo

- **Tools**: Atlassian Crucible, Fisheye, Jira, and Confluence; ServiceNow; Git; GitHub, Gitlab, and Bitbucket; Nagios; Zabbix; Ansible; Novice familiarity with Puppet and Ansible; Novice familiarity Splunk and Elasticsearch/Logstash/Kibana;

- **Languages**: Bash; Novice familiarity in Python 2/3; fluent in English and Spanish