

# Michael Zander

Chicago, IL | [connect@ghostfrnd.co](mailto:connect@ghostfrnd.co) | 985-517-1801 | [whois.ghostfrnd.co](https://whois.ghostfrnd.co) | [Linkedin](#) | [Github](#)

## SKILLS

**Infrastructure as Code (IaC):** Terraform, Ansible

**Containerization & Orchestration:** Docker, Kubernetes, Helm

**Cloud Platforms:** AWS, Azure, GCP

**CI/CD:** Git, Github Actions, ArgoCD

**Scripting & Automation:** Go, Python, Bash, PowerShell

**Monitoring & Logging:** Prometheus, Grafana, Loki

## EXPERIENCE

**DevOps Engineer** | Ghostfrnd.co | Mar 2024 - Present

- Utilized Terraform for Infrastructure as Code (IaC) to automate the provisioning of diverse cloud infrastructure stacks, including Kubernetes environments and associated application deployments, significantly reducing manual effort and cutting setup times by 70%
- Integrated comprehensive monitoring capabilities using Prometheus, Grafana, and AWS CloudWatch into existing infrastructures, significantly improving system visibility and achieving an 80% reduction in MTTR.
- Resolved diverse deployment failures through systematic troubleshooting by analyzing monitoring data, inspecting Kubernetes resources, and reviewing relevant code/configurations, resulting in faster recovery times and informing key pipeline optimizations.
- Engineered and automated CI/CD workflows using GitHub Actions, Terraform, Kubernetes, and ArgoCD, replacing manual deployment procedures and enabling consistent, reliable releases.

**Systems Engineer** | Temple & Associates | Nov 2022 - Mar 2024

- Resolved identity, access, and security issues involving VPN connectivity failures, MFA reset issues, and account lockouts resulting in minimized user downtime and increased security posture.
- Automated routine maintenance including patching, security updates, and health alerts for critical infrastructure using tools such as powershell and PRTG, ensuring system stability and security compliance while also reducing required man-hours by 50%.
- Designed and executed standardized procedure for user onboarding and offboarding processes, ensuring timely access for new hires and secure removal of access upon departure.

**Field Engineer** | MZ-IT | July 2018 – Nov 2022

- Provided rapid on-site incident response for critical outages. Systematically diagnosed complex, often undocumented, hardware, software, or network failures resulting in minimized client downtime and expedient restoration of critical services.
- Deployed and performed initial configuration of core network hardware including racks, switches, firewalls, routers, and access points in a variety of client environments resulting in successful project completion that was completed within budget and on time.
- Operated across numerous client environments with varying levels of documentation, diverse hardware/software stacks, and unique operational requirements, demonstrating adaptability and interpersonal skills.

## EDUCATION

**Louisiana State University**

Bachelor of Science Computer Science, 2015