## Contact


# Nathan Petersen

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## Tech Summary

### Certificates

AWS Solutions Architect - Associate (2024)
CompTIA A+ (2024)
Ukrainian - ACTFL Advanced-Low (2024)

### Skills

| | |
|---|---|
| **Infrastructure & DevOps:** | Kubernetes, Docker, CI/CD, Cloud, Windows, Linux |
| **Observability & Monitoring:** | Grafana, Prometheus, Loki, New Relic, Wireshark |
| **Development:** | Python, PowerShell, Bash, C++, C#, Java, Node.js, Go |
| **Databases:** | SQL, MongoDB, AWS DynamoDB, Azure Cosmos DB |

## Experience

### **IXOPAY** // Site Reliability Engineer (SRE)

November 2024 - Present // Remote (Lehi, UT)

***Technologies:*** *Grafana, Azure, AKS, Windows Server, Ubuntu Server*

- Architected and implemented an observability solution using the Grafana stack (Grafana, Prometheus, Loki, Alloy), resulting in faster incident response times and improved overall system reliability.
- Designed, deployed, and optimized Azure infrastructure including virtual machine, AKS (Azure Kubernetes Service), and complex networking topologies to support mission-critical API's.
- Engineered high-availability load balancing solutions to support 99.99% uptime for customer-facing services.

### **GOLDPoint Systems //** DevOps Engineer, Site Reliability Engineer

June 2022 - November 2024 // Provo, UT

***Technologies:*** *MongoDB, MSSQL, Octopus Deploy, Python, PowerShell, Git, New Relic, Azure DevOps*

- Led incident response and root cause analysis for 200+ microservices, designing long-term solutions while participating in on-call rotation for critical production issues.
- Engineered comprehensive monitoring infrastructure including executive dashboards for system health visibility and prioritized alerting systems that reduced false positives by 65%.
- Managed enterprise-scale infrastructure consisting of 700+ VMs, including 50+ SQL servers, and 50+ MongoDB servers with 99.9% uptime.
- Orchestrated CI/CD pipelines across 200+ Git repositories in Azure DevOps, ensuring consistent and reliable deployments. Developed PowerShell and Python automation solutions that decreased deployment time by up to 90%

### **DHI Computing //** SysOps Operator

June 2021 - June 2022 // Provo, UT

***Technologies:*** *Proprietary CLI, MSSQL, New Relic, PowerShell, VMWare, AutoHotkey*

- Maintained critical system operations through proactive monitoring of ATM and after-hours processes, implementing structured troubleshooting methodologies to rapidly diagnose and resolve client-reported incidents with 95% first-contact resolution rate

## Education

### **Brigham Young University //** Bachelor of Science in Information Technology

Minors: Computer Science, Russian
3.98 GPA, Cum Laude, Academic Scholarship Recipient
JANUARY 2021 - April 2025, PROVO, UT

## Personal

### Homelab Enthusiast

Kubernetes, Docker, Proxmox, NAS, Networking,

### Languages

English (Native), Ukrainian (Advanced-Low), Russian (Advanced-Low)

### Eagle Scout Award

Developed a filing software application in C# for the Provo DUP Museum.