

Contact	<div>Nathan Petersen</div> <div>contact@n8pete.com385-202-8520github.com/n8petersen</div>		
Tech Summary	<div>Certificates</div> <div>AWS Solutions Architect - Associate (2024)CompTIA A+ (2024)Ukrainian - ACTFL Advanced-Low (2024)</div> <div>Skills</div> <div><div>Infrastructure & DevOps:</div><div>Observability & Monitoring:</div><div>Development:</div><div>Databases:</div></div> <div>Kubernetes, Docker, CI/CD, Cloud, Windows, LinuxGrafana, Prometheus, Loki, New Relic, WiresharkPython, PowerShell, Bash, C++, C#, Java, Node.js,SQL, MongoDB, AWS DynamoDB, Azure Cosmos DB</div>		
Experience	<div>IXOPAY // Site Reliability Engineer</div> <div>November 2024 - Present // Remote (Lehi, UT)</div> <div>Technologies: Grafana, Azure, AKS, Windows Server, Ubuntu Server</div> <div><ul style="list-style-type: none">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.</div> <div>GOLDPoint Systems // DevOps Engineer, Site Reliability Engineer</div> <div>June 2022 - November 2024 // Provo, UT</div> <div>Technologies: MongoDB, MSSQL, Octopus Deploy, Python, PowerShell, Git, New Relic, Azure DevOps</div> <div><ul style="list-style-type: none">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%</div> <div>DHI Computing // SysOps Operator</div> <div>June 2021 - June 2022 // Provo, UT</div> <div>Technologies: Proprietary CLI, MSSQL, New Relic, PowerShell, VMWare, AutoHotkey</div> <div><ul style="list-style-type: none">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</div>		
Education	<div>Brigham Young University // Bachelor of Science in Information Technology</div> <div>Minors: Computer Science, Russian</div> <div>3.98 GPA, Cum Laude, Academic Scholarship Recipient</div> <div>January 2021 - April 2025 // Provo, UT</div> <div>Topics: Software Development, Web IT, InfoSec, Networking, Databases, Embedded Systems, Digital Communications, and more.</div> <div>Capstone Project: Utilized Computer Vision, AI, and traditional programming to automate workflow for Elektrik App, Inc.</div>		

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.
