

Contact	<div>Nathan Petersen</div> <div><a href="mailto:contact@n8pete.com">contact@n8pete.com</a><a href="tel:385-282-8520">385-282-8520</a><a href="https://github.com/n8petersen">github.com/n8petersen</a></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>Infrastructure &amp; DevOps:Kubernetes, Docker, CI/CD, Cloud, Windows, LinuxObservability &amp; Monitoring:Grafana, Prometheus, Loki, New Relic, WiresharkDevelopment:Python, PowerShell, Bash, C++, C#, Java, Node.js, GoDatabases: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"><li>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.</li><li>Designed, deployed, and optimized Azure infrastructure including virtual machine, AKS (Azure Kubernetes Service), and complex networking topologies to support mission-critical API's.</li><li>Engineered high-availability load balancing solutions to support 99.99% uptime for customer-facing services.</li></ul></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"><li>Led incident response and root cause analysis for 200+ microservices, designing long-term solutions while participating in on-call rotation for critical production issues.</li><li>Engineered comprehensive monitoring infrastructure including executive dashboards for system health visibility and prioritized alerting systems that reduced false positives by 65%.</li><li>Managed enterprise-scale infrastructure consisting of 700+ VMs, including 50+ SQL servers, and 50+ MongoDB servers with 99.9% uptime.</li><li>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%</li></ul></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"><li>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</li></ul></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>		

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## 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.

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