

# Panormitis (Pano) Katsourakis

4 Fatima Lane ▪ Worcester, MA 01606 ▪ (330) 774-0769

pano@panokatsourakis.com ▪ linkedin.com/in/pkatsourakis ▪ stackoverflow.com/story/pano

## Experience

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Brainshark Inc., Boston, MA, July 2018 – Present

### Senior DevOps Engineer II. October 2020 – Present

- Utilize experience in cloud, CI/CD, development, and operations to fully migrate our 20-year-old application to Azure cloud within 6 months as the sole DevOps engineer on a cross-functional team
- Design enterprise Infrastructure as Code (IaC) solution using Packer, Terraform, PowerShell, and Python to create, maintain, and scale application infrastructure reliably both on-premise and cloud
- Set up CI/CD pipelines using Jenkins and Octopus for .NET, Angular, Python, on-premise, and Azure solutions
- Configure Azure Application Gateway load balancer from the ground up to replace legacy A10 load balancer
- Develop Python package to automate A10 configuration and integrate into Terraform and Octopus
- Build and configure both Windows and Linux machine images using Packer and PowerShell
- On-call 24/7 for production alerts, resolve issues to ensure site stability

### Senior Software Engineer II. July 2020 – October 2020

### Senior Software Engineer. July 2018 – July 2020

- Technical lead on high priority projects and goals across multiple engineering teams and areas of the product
- Lead developer meetings to plan and implement major technical improvement initiatives across the entire system
- Collaborate intimately with team and stakeholders to foster open communication and positive momentum
- Team up with peers from a newly acquired company to integrate our products and deliver a seamless UX
- Propose and implement GraphQL API with OAuth 2.0 to provide a robust data access query web service
- Build full-stack integrations with third-party products including Google Drive, Salesforce, Microsoft Dynamics
- Reduce failure rate of critical features by 11x and optimize code for maintainability and reliability
- Build a cost-efficient serverless Azure function to reduce the size of 300k+ daily image assets by up to 65%
- Separate valuable shared business logic from our legacy monolithic code base to new, independently deployable solutions to reduce deployment times by 20x, significantly increasing software delivery performance
- Architect and implement services to abstract file storage and retrieval through any storage medium, such as Azure Blob and Amazon S3, to replace a 3rd party solution costing \$100k per year
- Facilitate more active collaboration in peer reviews, encourage unit test coverage and TDD, promote clean code

### Application Developer. Digital Federal Credit Union, Marlborough, MA, March 2016 – June 2018

- Re-architected and enhanced an acquired third-party balance transfer solution to fit within our infrastructure
- Created a responsive, dynamic form generation platform for web and mobile hosting thirteen forms
- Evaluated in-house development work required for quarterly core banking platform upgrades
- Created a loan-sharing and participation web portal for the credit union to securely share sensitive loan data and documents with other financial institutions, and offer portions of these loans for sale
- Supported, analyzed, and enhanced in-house payment platform, which handled over 35,000 payments monthly
- Produced Jenkins build pipelines, performed nightly and emergency production deployments and validation
- Collaborated with server and security teams to design secure web application standards and architecture
- Scrum Master for development team; led stand-ups and refinement, created Jira workflows and Agile processes
- Wrote technical documentation for applications, developer onboarding, procedures, and troubleshooting

### Software Developer. APBN Inc., Pulaski, PA, December 2013 – November 2015

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- Developed applications optimizing business operations and organizing data using C# and MySQL
- Improve company operations by maintaining office systems and supervising staff
- Work with employees to identify pain points and inefficiencies, and create valuable software solutions

#### **iOS Developer.** Self Employed Appex LLC, June 2012 – March 2016

- Created several health & fitness apps hosted on the iOS App Store with 40,000+ downloads
- Developed native iOS apps in Objective-C using MVC design pattern and Apple's iOS guidelines

#### **Software Engineer.** WM Associates Inc., Burton, OH, 2013

- Contributed to a real-time data acquisition, test and analysis web application using C#, XAML and Oracle
- Created dynamic charts, graphs, and tables for large scale data analysis using Infragistics

#### **Skills**

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- **Programming Languages:** C#, SQL, Python, JavaScript, Angular, HTML/CSS
- **DevOps Technologies:** Terraform, Packer, PowerShell, Networking and Security, vSphere, Nutanix, Jenkins, Octopus, Infrastructure as Code, Load Balancing, Fastly Caching, Git, Bitbucket, Sumo Logic
- **Other Skills:** Azure, GraphQL, SQL Server, Microservices, REST APIs, Enterprise Software Architecture, Cloud Architecture, .NET, Jira, Object-Oriented Design, Agile, Unit/Integration Testing, Scrum, Mentorship

#### **Education**

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##### **Youngstown State University.** Youngstown, OH

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| ▪ <b>Bachelor of Science</b> , August 2013          | ▪ Overall GPA: <b>3.64/4.0</b>         |
| ▪ Major: <b>Computer Science</b> Minor: <b>Math</b> | ▪ <b>Magna Cum Laude</b> , Dean's List |