Huong Vu

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Summary

Cloud Operations Engineer with demonstrated experience in managing cloud infrastructure, implementing/deploying infrastructure as code, and troubleshooting.

Education

University of California, San Diego   June 2020
- BS in Cognitive Science and Machine Learning/Neural Computation
- Minor in Computer Science

Skills

Tech Stack: AWS, Terraform, Terraform Cloud, Ansible, Apache Kafka, JIRA, Git, Octopus

Work Experience

Olo, *Cloud Operations Engineer I*   May 2022 - June 2023
- Developed migration strategies and executed migration plans. Process involved collaborating with application teams, identifying required dependencies, developing Ansible bootstrapping roles, implementing infrastructure as code via Terraform, and deploying applications on the new infrastructure.
- Demonstrated experience in Windows administration, active directory management, certificate renewal, and user/group management.
- Managed monthly patching process by coordinating patch dates to ensure availability at all times, applying security patches to Linux servers, and validating to ensure stability. Process was critical for maintaining a compliant environment and preventing drift.

Slower, *DataOps Engineer*   Apr 2021 - Apr 2022
- Inspected Kafka logs to perform basic troubleshooting to diagnose and resolve production issues.
- Tested build team's JIRA integration for automatic topic creation by creating JIRA tickets and monitoring the Jenkins job to ensure it was successful.
- Provided Kafka support to application teams by responding to technical questions via Slack and JIRA.
- Onboarded new teams onto Kafka through keytab, properties file, and topic creation. Validated that they were able to connect to their environments and that their applications contained the correct configs/endpoints.

CureMetrix, *DevOps Intern*   Sep 2020 - Feb 2021
- Worked on building internal APIs through Python packages. Packages reduced code redundancy and centralized/standardized Python-based utilities in order to assist and distribute to the research team.
- Configured servers to deploy over HTTPS by obtaining SSL/TLS certificates from Let's Encrypt. Used knowledge about TCP/IP networking, SFTP, firewalls, and routing to ensure security of applications.
- SSHed into virtual servers to run unit tests on code for quality assurance.
- Ran applications in Docker and kept documentation up-to-date.