Grace Thompson (RHCSA)

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EXPERIENCE

- **Couchbase** — Remote from Terrace, BC
  Cloud Support Engineer — *Aug. 2022 - Present*
  - **NoSQL**: Instructed developers regarding amelioration of inefficient N1QL queries, high memory usage on a cluster, and other problems experienced with Couchbase Server.
  - **SaaS**: Architected and maintained infrastructure across the three major public clouds using Terraform for Infrastructure as Code.

- **SUSE** — Remote from Terrace, BC
  DevOps Engineer — *Sep. 2021 - Mar. 2022*
  - **Observability**: Worked alongside other engineers and architects to improve observability and monitoring primarily via Prometheus and Alertmanager.
  - **Cloud**: Built out systems that automate infrastructure changes in a cloud environment across AWS, Azure, and GCP.
  - **Kubernetes**: Acted as second on a Kubernetes deployment for a development platform on EKS with Fargate.

- **Global Relay** — Remote from North Vancouver, BC
  Linux Systems Administrator — *Sep. 2020 - Aug. 2021*
  - **Configuration Management**: Developed and maintained code to automate routine tasks in a centralized fashion via an AWX instance running in a Docker container.
  - **Programming**: Wrote Python and Go scripts to quickly parse through thousands of lines of data pulled from Red Hat Satellite and Red Hat IDM.
  - **Idempotency**: Replaced Bash scripts with idempotent and easily manageable Puppet and Ansible programs as member of Linux Automation Team.
  - **REST API**: Made a web interface with Django backend on CentOS for the CEO to visualise the patching of servers in real time, with data pulled from the NetBox REST API.

- **Insurance Corporation of British Columbia** — North Vancouver, BC
  Technical Support Specialist (Contract) — *May 2020 - Sep. 2020*
  - **Automation**: Created Python and PowerShell scripts to automate standard company processes, such as performing Windows server health checks or pulling information from vROps in vSphere, ultimately resulting in a time savings of approximately one hour per morning.

- **Orbis Investments** — Burnaby, BC
  Infrastructure Engineer — *Aug. 2019 - Mar. 2020*

- **British Columbia Institute of Technology** — Burnaby, BC
  Junior Systems Analyst — *Jun. 2017 - Aug. 2019*

EDUCATION

- **British Columbia Institute of Technology** — Burnaby, British Columbia
  Diploma in Computer Information Systems Administration — *Sep. 2016 – Jun. 2018*

PROJECTS

- **Machine Learning Salmon Counter**: Developed Python application using OpenCV to be placed on a Raspberry Pi in a creek, photograph moving objects, and count how many were salmon.
- **Daf Yomi Bot**: Designed Go application which summarizes the daily reading of an ancient text using Azure Cognitive Service for Language and posts the results on Twitter.

TECHNICAL SKILLS

- **Operating Systems**: RHEL — SLES — Ubuntu Server — Windows Server
- **Programming**: Go — Python — Salt — Ansible — Puppet — Bash — PowerShell
- **Platforms**: Kubernetes — Docker — VMware vSphere
- **Cloud**: AWS — Azure — GCP
- **Networking**: VPC — kube-proxy