Grace Thompson

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EXPERIENCE

Couchbase — Remote from Terrace, BC
Cloud Support Engineer — *Aug. 2022 - Present*

- **NoSQL**: Instructed developers and database administrators regarding amelioration of inefficient N1QL queries, high memory usage on a cluster, and other problems experienced with Couchbase Server.
- **SaaS**: Architected and maintained infrastructure for Capella DBaaS across the three major public clouds using Terraform for Infrastructure as Code.
- **Availability**: Provide assistance to maintain high availability in case of node failure.

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

CERTIFICATIONS

- **Completed**: Red Hat Certified Systems Administrator (RHCSA)
- **In-progress**: Red Hat Certified Engineer (RHCE)