

Riley Flarity

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Experience

Technical Support Engineer III

May 2024 - Present

F5, INC.

- Provide expert-level technical support for F5 BIG-IP products (LTM, ASM, APM, GTM) and F5OS to enterprise customers.
- Troubleshoot complex network infrastructure issues involving load balancing, SSL/TLS, application security, and traffic management.
- Analyze packet captures, system logs, and performance metrics to diagnose and resolve critical customer issues
- Engage in technical discussions with network architects and IT leadership on F5 implementation and optimization.
- Leverage AI tools and automation to enhance workflow efficiency and customer response times.
- Manage high-priority ticket queues and phone support escalations while maintaining consistent 10/10 CSAT scores.
- Pursue continuing education through F5 certifications, technical training, and industry conferences.
- Create technical documentation, knowledge base articles, and troubleshooting guides.

Network Support Engineer II

May 2024 - Present

F5, INC.

- Perform analysis of customer-specific network environments, providing customized workarounds or resolutions.
- Maintain high schedule adherence for shifts, including weekend and holiday support.
- Collaborate with Tier 3 engineers, escalating high complexity cases and providing detailed analysis to ensure smooth handoff.
- Stay current with the latest F5 technologies such as BIGIP, Web Application Firewalls (WAF), and DDoS protection.
- Regularly provide feedback to the product teams on potential product enhancements based on real world customer use cases.
- Train and mentor junior engineers, fostering team collaboration and knowledge sharing.

Security, System and Network Operations Engineer

Aug 2022 to Nov 2023

BETACOM INC.

- Deployed and configured cutting-edge solutions across multi-cloud platforms (Azure, Fortinet, Fibrolan, Dell PowerEdge, Raemis), managing over 50 systems simultaneously.
- Streamlined 24/7 on-call operations by automating repetitive tasks, leading to an 82.5% reduction in manual effort.
- Led a successful migration of the service management platform from ServiceNow to Jira, reducing processing time by 40% and aligning processes with internal systems.
- Played a pivotal role in the deployment of secure 5G wireless CBRS solutions, collaborating with RAN, Core, and Network teams to ensure seamless integration.
- Ensured compliance with FCC Part 96 and SSOC airgap security requirements, proactively implementing measures to mitigate potential security risks.
- Worked closely with clients to customize and deploy solutions that met specific business needs, reducing downtime and increasing operational efficiency.
- Automated over 50 critical operational tasks using Python and Bash scripts, improving system monitoring and fault detection.
- Provided training and documentation to internal teams, enhancing operational standards and reducing escalation rates.
- Certifications:
 - Dell PowerEdge Foundations
 - Fortinet Certified Associate (FCA)
 - Fortinet Certified Fundamentals (FCF)
 - Google CBRS Certified Professional Installer

ATS Engineer, Messaging Databases

October 2020 to August 2022

T-MOBILE US

- Led the expansion of the 5G OTA platform, overseeing the deployment of new virtual machines and ensuring seamless integration with the legacy infrastructure.
- Automated database operations using Python scripts for Oracle SQL databases, performing bulk operations with minimal downtime.
- Enhanced application monitoring by configuring tools like AppDynamics, FireEye, Splunk, and Puppet, reducing the average resolution time by 30%.
- Created detailed technical documentation for operations, enhancing knowledge transfer across departments and reducing the time needed for onboarding new engineers.
- Optimized production systems by analyzing historical performance data, identifying bottlenecks, and implementing targeted optimizations.

Technical Support Engineer, Tier 2 Messaging

Sept 2018 to Oct 2020

- Provided Tier 2 support for T-Mobile production networks, resolving hundreds of complex issues related to Voice, Data, Messaging, and Mobile Internet.
- Conducted operational acceptance testing for new nodes platforms, ensuring they met strict performance and reliability requirements before going live.
- Created and maintained automated scripts in Bash, optimizing daily network operations and making tools accessible via front-end interfaces.
- Participated in 24/7 on-call rotation, responding to critical incidents and ensuring timely resolution in collaboration with field engineers.
- Certifications:
 - Award Solutions OpenStack for Mobile Networks
 - Award Solutions Ansible Automation
 - Award Solutions Python

Technology Intern

June 2018 to Sept 2018

- Designed and maintained the TRCED (T-Mobile Real Time Customer Experience Dashboard) using JavaScript, Python, and PHP to graph real-time customer data.
- Built and optimized a database for the dashboard by extracting and analyzing customer records from RHEL production servers using Splunk queries.
- Utilized Google Charts to generate graphs at 15 minute intervals, enabling teams to monitor SIP, Diameter, and HTTP response codes from data gathered in real time.

Education

- Green River College:
 - Associates in Business: Sept 2006 to June 2008
 - Associates in Computer Science: Sept 2016 to June 2017
- University of Washington Tacoma:
 - Bachelors in Business Finance: Sept 2008 to June 2010
 - Bachelors in Computer Science: Sept 2017 to June 2019