

Riley Flarity

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Summary

Proven technical support engineer looking to expand on current experience while taking on new challenges to contribute to team and company success.

Experience



Technical Specialist

Internetwork Engineering

Aug 2021 - Mar 2022 (8 months)

Assist and develop a small team building a Disaster Recovery as a Service (DRaaS) application.

- Consume, build and store various network elements relating to services in production on a Restful API using Node.js and Nest.js framework.
- Perform data ingestion using Python and TypeScript from network data sources.
- Attend daily standup and bi-weekly scrum meetings where tasks are assigned from a Jira storyboard.
- Use GitHub as primary code repository source.



Advanced Technical Support Engineer

T-Mobile

Oct 2020 - Aug 2021 (11 months)

Advanced Technical Support (ATS) Engineer for T-Mobile Messaging Databases.

Primary engineer running the expansion of the OTA platform, including tasks:

- Python scripting to create, read, update and delete from the Oracle SQL database.
- Request and verify new virtual machines from pod datacenter. Update existing host files with legacy platform and permission access to appropriate users.
- Validate application version is compatible with new VM instances and that all production relevant software is installed prior to bring from development into production.
- Collaborate with application team to schedule MW with stakeholders and attempt to hold multiple events in a single night to minimize overall impact to production.
- Setup AppDynamics, FireEye, Splunk, Puppet and validate the discovery on Service Now.
- Create new firewall rules on Atlassian Jira and validate traffic flows through all new and old sources.
- Automate tasks primarily done on the command line and set up email alerts.
- Lead troubleshooting calls to minimize outages and impact to core business and customers.



Associate Engineer (Tier 2)

T-Mobile

Jun 2018 - Oct 2020 (2 years 5 months)

Support T-Mobile's production network and solutions design review, validation, testing and operations acceptance for all new or expansion nodes/platforms or services being introduced into T-Mobile Voice, Data, Messaging and Mobile Internet wireless networks.

Key member in developing new tools for network and customer support teams including:

- Build a quick reference guides and information lookup for relevant troubleshooting of messaging platforms.
- Modernize scripts using bash and curl to accessible and invoked on a front-end apache interface.
- Take requests to create displays of key-performance-indicator metrics and email alerts depending on the priority need .
- Solve tickets and troubleshoot individual issues to determine if it is user related or network.
- Hold conference calls explaining operation and use case of any tools created with customer facing teams.
- Work rotating on-call shifts and deploy new software patching during maintenance window activities.



Restaurant And Bar Manager

Muckleshoot Casino Resort

Jun 2011 - Jun 2016 (5 years 1 month)

Started as an on-call bartender working my way up to restaurant supervisor for the BSB & Raw Bar.

Tasks included managing the servers, bartenders and handling any issues with customers or employees alike. Creating flexible schedules for employees and filling any gaps necessary.

Education



University of Washington Tacoma

Bachelor of Arts - BA, Computer Science & Systems

Sep 2016 - Jun 2019



University of Washington Tacoma

Bachelor of Business Administration - BBA, Accounting and Finance

Sep 2008 - Jun 2010

Skills

JavaScript • Python • Red Hat Linux • Software Development • Technical Support