Riley Flarity

Greater Seattle Area

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Summary

Successful technical support engineer looking to expand on current experience while supporting software product and technology throughout the entire life cycle.

Experience

Full Stack Engineer

Contractor

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.

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

T-Mobile

Sep 2018 - Oct 2020 (2 years 2 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 KPI 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 MW activities.

Technology Intern
T-Mobile
Jun 2018 - Sep 2018 (4 months)
Utilize software skills using JavaScript, Python, PHP, PERL and more to create the 'TRCED' T-Mobile Real-Time Customer Experience Dashboard.
Create and manage database generated from back end Splunk queries based on CDR/TRL data logs from RHEL production servers taking real customer traffic.
Use google charts to graph 15 minute intervals of data based on metrics from SIP, Diameter and HTTP response codes.

Education

University of Washington Tacoma
Bachelor of Arts - BA, Computer Science & Systems
Sep 2017 - Jun 2019

University of Washington Tacoma
Bachelor of Business Administration - BBA, Accounting and Finance
Sep 2008 - Jun 2010

Skills
JavaScript • Python • Red Hat Linux