

# Samson Nguyen, Webops Engineer

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<https://github.com/samsonnguyen> | <https://gitlab.com/samsonnguyen>

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**SUMMARY** An experienced production capable software developer and manager. Comfortable working in demanding environments and solving large scale problems

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## **EXPERIENCE** Cisco Systems, Senior software engineering manager – Web portal

- Managed the web operations team, as well as a scrum feature Feb 2020 — Current development team
- Containerized application workloads to run on AWS ECS and EKS
- Delivered complex business driven features on a monolithic rails application in a scrum setting
- Improved the mean time to response, monitoring and alerting capabilities of the production engineering team
- Founded a core application team responsible for improving the developer experience
- Worked closely with our escalations group to handle client facing production fires

### **Cisco Systems, Software engineer technical lead** Feb 2017 — Feb 2020

- Improved the developer onboarding experience by introducing vagrant and other simplifications, eventually transitioning to docker-compose
- Led a remote team to develop two Splunk apps from the ground up, which included creating backend infrastructure, apis and client side code

### **Solium, Production support technician** Sept 2012 — Feb 2017

- On-call supporting production systems
- Worked with a truly global team with team members in multiple timezones
- Responsible for site reliability, accuracy, functionality, and uptime
- Troubleshoot and implemented SSO solutions for customers using a variety of different IdPs

### **Solium, Software developer** Aug 2011 — Sept 2012

- Developed business driven features for the Shareworks stock management platform using JavaEE and Google Web Toolkit

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## **EDUCATION** University 2005 — 2011

Bachelor - BSc, Natural Sci. w/concentrations in Computer Science, Biology

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## **SKILLS** Cloud deployment: Kubernetes, GitOps, ECS, Terraform

**Software architecture:** Convention over configuration, Rails, Scalable designs

**Databases:** MySQL, MongoDB, Elasticsearch, Oracle

**Other:** Chef, Agile - Scrum + Kanban, Javascript

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**INTERESTS** Home labbing [ *k8s, virtualization, homeautomation* ], 3d printing [ *Printer building* ]