

# Ethan Cho

## DevOps Intern

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*Recent graduate with practical tech support and web development experience, aiming for a DevOps internship at Kipsu. I plan to use troubleshooting skills, web tech knowledge, and data visualization insights to boost Kipsu's operational efficiency and deployment reliability.*

## WORK EXPERIENCE

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### Wells Fargo - Technical Support Representative

2023 - 2024

Minneapolis, MN

- Supported 11 engineers in troubleshooting database connectivity on Microsoft Azure, **increasing uptime from 99.2% to 99.8%** over two months
- Collaborated with six developers to integrate OpenShift for containerized applications, reducing system downtime by 12 hours per month
- Deployed cloud-based resources using Terraform, reducing resource provisioning time by 2 hours
- Maintained and updated CI/CD pipeline with Jenkins, reducing deployment errors by 17%

## PROJECTS

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### Web Development - Team Member

2022 - 2023

- Participated in code reviews using Bitbucket, boosting codebase quality and slashing technical debt
- Utilized Node.js for backend development, ensuring seamless integration of event data and real-time updates for users
- Contributed to designing a responsive UI with React, **expediting development by 12 hours** through reusable components
- Analyzed log data with Splunk, gaining insights into user behavior and application performance

### Data Visualization - Workshop Attendee

2022

- Gained insight into Python's Pandas library for structuring datasets, enhancing data manipulation
- Learned to use Matplotlib and Seaborn for basic visualizations, increasing understanding of data presentation through varied chart types
- Familiarized with Python scripting by **completing 86 hours of coding**, establishing a foundation for automating data analysis tasks
- Refined data presentation skills by creating a final project in Tableau, recognizing its clarity, structure, and impactful insights

## EDUCATION

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### University of Minnesota - Bachelor of Science, Computer Science

2021 - current

Minneapolis, MN

## SKILLS

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Jenkins; Terraform; OpenShift; Microsoft Azure; Splunk; Python