
SCOTT LONGHOFER

(214)301-9859

3208 18th St • Plano, TX 75074 • SCOTTLONGHOFER@GMAIL.COM

WWW.LINKEDIN.COM/IN/SCOTT-LONGHOFER

Work Experience

Software Engineer

August 2021 – Present

Capital One – Full-time

McLean, Virginia

Enterprise Pipeline DevOps Support Engineer

September 2020 – August 2021

Capital One – Full-time

McLean, Virginia

- Assists internal developers in utilizing Jenkins, Ansible and terraform wrappers in pipelines
- Troubleshoots deployment issues
- Updates and troubleshoot internal team tools.

Lead Engineer

April 2020 – September 2020 Booz Allen Hamilton - Full-time Labs Engineer - NSF

- Manages AWS Account
- Designs and implements AWS architecture
- Acquisitions needed

permissions for lab environment.

- Assisted data scientist.
- Converted machine learning algorithms to serverless functions.

Cloud Security Engineer

October 2019 - April 2020 Costar Group -

Full-time

Washington, DC

- Maintains AWS cloud environment IAM policies via Cloudformation and Terraform.
- Administers and maintains DivvyCloud servers, logging and automated remediation.
- Creates and updates docker images.
- Ensures cloud security best practices are met.
- Edits and tests CloudFormation templates.
- Creates and maintains TFS/Azure devops build pipelines.

Product Support Engineer

September 2018 - September 2019

DivvyCloud - Full-time

Arlington, VA

- Provides support for customers' environments on AWS, GCP and Azure.

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- Responds to help desk tickets, telephone calls, e-mail and slack messages for technical support.
- Created and maintains all public facing API documentation.
- Conducts quality assurance and code reviews.
- Edits and tests CloudFormation templates.
- Maintains CircleCI pipeline for automated CFT updates
- Provides support for customers using Docker, Kubernetes, MySQL and Redis databases.
- Writes and edits Python code for production implementations.

Tier 2 Support Engineer July 2018 – September 2018 Mercury Managed Services - Full-time Carrollton, TX

- Responded to help desk tickets, telephone calls, and e-mail and personnel requests for technical support
- Coordinated conference calls with engineers from leading global technology companies to discuss subject matter accreditation exams, customer issues, and cloud usage.
- Served as the IT Liaison to external partners, software and hardware vendors for problem resolution, information gathering, system upgrades and maintenance.
- Assisted in configuring Connectwise Automate and Manage alerts, monitors and configuration.

Cloud Support Engineer

June 2016 – May 2018

Cloud Support Associate November 2015 – June 2016 Amazon Web Services - Full-time Dallas, TX

- Provided support to customers to integrate and utilize cloud technology offerings, which included SES, CloudFront, S3, Snowball, Storage Gateway, Glacier, and MediaSuite.
- Fielded and managed 8-15 technical customer issues per day via phone, chat, and email, provided solutions to customer needs, and troubleshoot issues with functionalities, bugs, and product integrations.
- Coordinated conference calls with engineers from leading global technology companies to discuss subject matter accreditation exams, customer issues, and cloud usage.
- Managed customer communication through conference calls, emails, and internal chats during critical events impacting over 1K websites, which included service disruptions and IEMs.
- Wrote 10 articles covering S3, CloudFront, API GW, Lambda and DyanmoDB.

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- Trained 200 staff including Technical Account Manager, Engineer, Cloud Support Associates, and Managers in on all internal tools and AWS job responsibilities.
- Represented the team at the Profile Primary Summit for the DFW office and evaluated and determined new practices for each site across the globe to follow.
- Coordinated with 10 Fortune 100 and 500 clients valued at \$100M, which included Netflix, Spotify, Tinder, Amazon, Amazon Video, and Amazon Prime Now.

Systems Administrator May 2015 – October 2015 University of North Texas - Full-time Denton, TX

- Managed Mac and Windows imaging solutions, updates, and deployment and provided tier II and III support for helpdesk and IT staff, which included resolving 30 computer issues per week.
- Managed systems administration for over 300 student and faculty computers, oversaw networking configurations for the library, and conducted high-level programming using PowerShell and Bash.
- Managed HOBOWare data logging networks at two remote locations, which included conducting a weekly physical check of equipment and gathering and uploading weekly data into tracking software.
- Managed Windows servers for file storage and printing needs and oversaw PaperCut printing solutions.
- Managed the SCCM2012 server with 1.2K users, deployed programs, and installed Windows updates.
 - Reduced the time required to prepare computers from two days to four hours by enhancing the imaging process to install more software and writing a custom PowerShell script to automatically install programs.

I.T. Helpdesk Manager May 2014 – May 2015 University of North Texas - Full-time Denton, TX

- Coordinated oversight of the libraries technical support service desk operations, provided I and II technical support on-site and via phone, identified solutions to complex 40 IT issues per week for service desk personnel, and conducted end to end relationship management for 30K customers.
- Managed the inventory of all computers, keyboards, monitors, and gaming consoles valued at \$400K.

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Lead Tech March 2013 – May 2014 University of North Texas - Part-time Denton, TX

INDEPENDENT PROJECTS CloudFront / API GW / Lambda / DynamoDB May 2017 – January 2018

- Created a tool that allowed AWS users to store their CloudFront requests into DynamoDB using CloudFront, API GW, Lambda, and DynamoDB, which provided easier ways for customers to view logs.

EDUCATION

Bachelor of Art (B.A.)

University of North Texas

- **Major:** Communication Studies

Graduated May 2014

Denton, TX

- **Minor:** Kinesiology

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate
- AWS SysOps Administrator – Associate

TECHNICAL SKILLS

- **Programs:** EC2, CloudFront, Lambda, API GW, JavaScript, Python, MySQL, Active Directory, Git, DNS, Chef, Docker, Jenkins, Kubernetes

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GITHUB REPOS

- <https://github.com/scottlonghofer/SoundBoard>
- <https://github.com/scottlonghofer/ripenetworkchecker>

WEBSITES

- <https://www.scottlonghofer.com>
- <https://soundsboard.herokuapp.com>