# SCOTT LONGHOFER

Software Engineer

214-301-9859

scottlonghofer@gmail.com

1716 Cecil Crest Ln, Forney, TX, 75126

## SUMMARY

A Cloud Solutions Professional with ten years of support and management work experience, specializing in maintaining cloud environments, troubleshooting customer issues, and managing support teams.

## EDUCATION

**University of North Texas**
Bachelor's Degree in Communication Studies
2013 – 2015

**North Central Texas College**
Associate of Arts
2012 – 2013

## SKILLS

- Python
- Jenkins
- AWS
- Groovy
- Terraform
- Jenkins
- GCP
- Flask
- Boto3

## CERTIFICATIONS

- AWS Certified Solutions Architect – Associate

## PROFESSIONAL EXPERIENCE

**Software Engineer**
Capital One | 2021 - Present

- Conducts code reviews
- Develops and maintains internal APIs.
- Increases performance in shared code base library through code optimization and deduplication of efforts.
- Maintains and writes deployment packages for AWS infrastructure and application

**Enterprise Pipeline Support Engineer**
Capital One | 2020 - 2021

- Assisted internal developers in utilizing Jenkins, Ansible and terraform wrappers in pipelines.
- Updated and maintained internal tooling.
- Troubleshot pipeline issues.

**Lead Engineer**
Booze Allen Hamilton | 2020 - 2020

- Designed and provisioned lab AWS environment for use by project's data scientist at National Science Foundation.
- Converted data scientist's machine learning model to an AWS lambda serverless format.

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## PROFESSIONAL EXPERIENCE

### Cloud Security Engineer
Costar Group | 2019 - 2020

- Maintained AWS cloud environment IAM policies via Cloudformation and Terraform.
- Administed and maintains DivvyCloud servers, logging and automated remediation.
- Created and updated docker images.
- Ensured cloud security best practices were met.
- Edited and tested CloudFormation templates.
- Created and maintained TFS/Azure devops build pipelines.

### Product Support Engineer
DivvyCloud | 2018 - 2019

- Provided support for customers' environments on AWS, GCP and Azure.
- Responded to help desk tickets, telephone calls, e-mail and slack messages for technical support.
- Created and maintains all public facing API documentation.
- Conducted quality assurance and code reviews.
- Maintained CircleCI pipeline for automated CFT updates
- Provided support for customers using Docker, Kubernetes, MySQL and Redis databases.

### Cloud Support Engineer
Amazon Web Services | 2015 - 2018

- Provided support to customers to integrate and utilize cloud technology offerings, which included SES, CloudFront, S3, Snowball, Storage Gateway, Glacier, and MediaSuite.
- Coordinated conference calls with engineers from leading global technology companies to discuss subject matter accreditation exams, customer issues, and cloud usage.
- Provided administrative support, including answering phone calls, responding to emails, and preparing correspondence
- Wrote 10 articles covering S3, CloudFront, API GW, Lambda and DyanmoDB.
- Trained 200 staff including Technical Account Manager, Engineer, Cloud Support Associates, and Managers in on all internal tools and AWS job responsibilities.
- 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
University of North Texas | 2015 - 2015

- 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 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
University of North Texas | 2014 - 2015

- 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.

### Lead Technician
University of North Texas | 2013 - 2014