

## EXPERIENCE

### Athena Software

OCT 2017 - PRESENT

#### DevOps Engineer

- Deployed production environments for Amazon Web Services roll-out (*AWS EC2, RDS, S3*)
- Retooled build and packaging of Penelope for CentOS, developed proof of concept to implement in Continuous Integration project (*Bash, Jenkins CI*)
- Took initiative in automating the staging of production environments for single-host to multi-host Java server migration (*Ansible, Caucho Resin*)
- Maintained all duties and responsibilities of Systems Administrator position

#### Systems Administrator

- Responsible for deployment of new installs and upgrades, fulfilled internal and customer requests on per-case basis (*CentOS, Caucho Resin, Redis, PostgreSQL, Apache*)
- SaaS Operations lead for initial implementation and deployment of Client Connect and multi-host infrastructure in testing and production
- Designed, implemented and deployed QA testing infrastructure, trained QA department for self-reliance on software configuration and deployment (*VMWare*)
- Responsible for maintenance and reliability of global production systems including incident response and post-mortems; 0 missed or late pages (*Datadog, Nagios, LibreNMS*)
- Reviewed, redeveloped and prettified wiki documentation on SaaS Operations processes to ease DevOps transition and departmental expansion

### Nordia Inc.

APR 2016 - NOV 2016

#### Service Assurance/Fraud Prevention

- Spoke with Bell Mobility retailers and customers regarding potentially fraudulent activity, advised on security and escalation procedures
- Contacted customers regarding questionable account activity, performed explicit and implicit identity verification
- Conducted ad-hoc fraud investigations on suspected customers, took executive action on accounts when necessary
- Built a reputation for strong, thorough investigations and quick identification of serial fraudsters

#### Customer Service Representative

- Responsible for inbound customer and technical support for Bell TV, internet and home phone customers
- Determined when service calls were required and bottom-lined communication between dispatch and customers
- Performed sales and upselling to consistently reach daily quotas

### Manulife

NOV 2015 - APR 2016

#### Imaging Technician III

- Responsible for scanning insurance claims with speed and strong attention to detail, won departmental award for high output with >98% accuracy
- Formatted, compiled and printed insurance documents for time-sensitive delivery to legal department

## VOLUNTEERING

### The Working Centre Computer Recycling

2014

- Recycled salvaged and donated PC hardware into Linux desktop computers for sale at-cost (*Debian, Ubuntu*)
- Provided desktop support to customers and community members in need

### Trip! Project

2010 - PRESENT

- Participated in writing and editing articles for self-published zines on safer sex and safer drug use
- Represented Trip! on scholarship in roundtable discussion at 2011 International Drug Policy Reform Conference

## EDUCATION

### Conestoga College

2013 - 2014

Electrical and Electronics  
Engineering

## SKILLS

Ansible, Jenkins CI, Caucho Resin, Apache, Redis, PostgreSQL administration, VMWare, Datadog, Nagios, LibreNMS, AWS (EC2, RDS, S3), Linux (CentOS, Debian, Ubuntu, Arch Linux)