Daniel Seymour

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Experience

August 2016 - PRESENT

Taos Mountain Consulting @ Google, San Jose, CA – *Cloud Support Specialist*

- Learned the Kubernetes platform in less than a year to become my team's lead Kubernetes subject matter expert (SME)
- Resolved 6.5 cases per week on average with an average case quality score of over **90%** and a customer case satisfaction score of over **75%**.
- Built lab environments and recreated customer issues to isolate software bugs using Google Compute Engine and Google Kubernetes Engine
- Collaborated with development team to identify cause and severity of customer impacting bugs
- Resolved 20+ high value escalations by quickly identifying and resolving the root cause of the issue, while providing clear communication with all stakeholders.
- Assisted customers with architectural design of advanced cluster deployments.
- Led a weekly training session for team members to improve skills in troubleshooting, DevOps, and Linux.

Skills

- TCP/IP
- DNS
- HTTP
- TLS
- Linux kernel
- Docker
- Kubernetes
- VPC Networking
- Compute Engine
- Kubernetes Engine
- App Engine
- Container Registry
- Cloud Storage
- BigQuery
- Cloud Datastore
- Cloud BigTable
- Cloud Pub/Sub
- MySQL
- PostgreSQL
- Stackdriver Logging
- Stackdriver Monitoring
- Cloud Dataproc
- Cloud Dataflow
- Cloud ML Engine
- Cloud Load Balancing
- Cloud DNS

Education

June 2016

Thomas Edison State University, Trenton, NJ – *BSBA in Computer Information Systems*

Certifications

- Google Certified Professional, Cloud Architect
- Google Certified Professional, Data Engineer