TAYLOR HORWOOD

Philadelphia, PA
908-899-1768
taylor.horwood1@gmail.com

OVERVIEW

As a dynamic and seasoned DevOps and Cloud Engineer, I possess an impressive array of technical proficiencies and hands-on experience that set me apart in the industry. My expertise encompasses an array of programming languages, tools, and platforms, enabling me to excel in driving efficient infrastructure provisioning, optimizing cloud environments, and ensuring seamless application deployment. My proven track record showcases my ability to lead teams, spearhead complex projects, and deliver exceptional results. With a focus on Kubernetes and a suite of related technologies, I bring a unique blend of skills and a forward-thinking mindset that enables me to enhance operational excellence and drive innovation.

KEY SKILLS & TECHNOLOGIES

- **Programming Languages**: HTML, CSS, Sass**,** JavaScript, React, Python, Go, YAML
- **Tools & Platforms**: Visual Studio Code, Vim, Bash/ZSH, Git, Docker, Kubernetes, Helm, SaltStack, Terraform, AWS, Jenkins, CircleCI, Prometheus/AlertManager, Grafana, New Relic, SumoLogic, PagerDuty, Django, Jira, Confluence, Salesforce
- **Databases:** PostgreSQL, MySQL, MongoDB, Redis
- **Operating Systems**: Windows, macOS, and Linux (Ubuntu, Arch Linux, Debian, CentOS)
- **Networking**: Basic Cisco routing and switching / data networking skills
- **Certifications:** CKAD (Certified Kubernetes Application Developer), CKA (Certified Kubernetes Administrator)

PROFESSIONAL EXPERIENCE

Syapse - Team Lead, Service Operations Engineering (09/2022 - Present)

- Led a high-performing team of Service Operations Engineers in maintaining and enhancing critical applications within our Kubernetes-based microservices architecture.
- Orchestrated the seamless integration of various AWS services, including EKS, EC2, S3, RDS, and Lambda, to optimize application performance and reliability.
- Collaborated closely with DevOps teams to establish CI/CD pipelines, enabling automated testing and deployment processes that enhanced the overall development lifecycle.
- Successfully managed incident response and root cause analysis, reducing incident resolution time by 25% and preventing recurring issues through proactive measures.
- Mentored and coached team members, facilitating their professional growth and improving their technical skills, resulting in improved team performance and employee satisfaction.
- Conducted regular performance assessments, set clear goals, and provided constructive feedback, contributing to the continuous improvement of team capabilities.

Syapse - Sr. Service Operations Engineer (03/2022 - 09/2022)

- Led Amazon EKS cluster deployment for high availability, scalability, and performance.
- Introduced pod autoscaling and dynamic cluster scaling for adaptable workloads.
- Optimized resource use with automated pod rescheduling and node strategies.
- Pioneered Terraform IaC, ensuring consistent, reproducible deployments.
- Created reusable Terraform modules, slashing deployment time and errors.
- Analyzed resource patterns via CloudWatch and Prometheus, cutting costs and boosting app performance.
- Established full CI/CD pipelines (Jenkins, GitHub Actions, CircleCI, AWS) for rapid, reliable updates.
- Incorporated tests, scans, and approvals for quality and secure deployments.
- Collaborated on robust Kubernetes and AWS security measures.
- Executed frequent security assessments, swiftly applying patches for strong defense.
- Implemented proactive system issue detection (Prometheus, Grafana, CloudWatch, Jenkins, Cypress).
- Led incident response, leveraging Kubernetes and AWS tools for minimal downtime.
- Mentored junior engineers in Kubernetes, Terraform, and AWS practices.
- Fostered learning through internal workshops, cross-team collaboration.

Syapse - Site Reliability Engineer (03/2018 - 03/2022)
- Responsible for infrastructure provisioning in AWS cloud environment using Terraform and Kubernetes. End to end deployment and implementation of application on public cloud infrastructure in various regions which uses most of AWS Compute and storage services along with PostgreSQL RDS, Aurora, DynamoDB, Redis, Elastic Search, & Kinesis.
- Configuration of service monitoring, application performance monitoring and application logging for cloud hosted environments and microservices.
- Automate microservice deployment and day to day tasks using Python, shell script and configuration management tools like Chef.
- Participate/work on disaster recovery (DR) plan, performance testing.
- Actively participate in identifying and resolving complex application and database issues, helping to identify issues in a 24x7 SaaS production environment.
- Perform database administration tasks such as database installation, replication, database backup, restore and database maintenance.
- Write automation scripts for customer data load jobs and scheduling of jobs.
- Perform application and database upgrades for hosted cloud environments for various release cycles.
- Participate in Application and database patching for bug fixes and customization requests.
- Provide training and maintain documentation for internal resources.

Syapse - Sr. Customer Success Engineer (12/2015 - 03/2018)
- Provide email, telephone, and video-based technical and application support to end-users of the Syapse system to help ensure quality of care for our customers' patients.

- Triage and identify solutions to customer incidents and communicate them to Syapse, both internally and to customers.
- Debug incidents in code to find the root cause of issues and develop solutions following the software development lifecycle.
- Monitor and manage back-end processes to ensure application uptime requirements and service level agreement compliance.
- Develop customized reports from databases to extract and collect data for utilization reporting needs.
- Maintain a detailed understanding of product architecture, technical components, and application functionality, e.g., by configuring the Syapse application and integrating external systems using Python and JavaScript

CRF Health - Application Specialist (03/2015 - 12/2015)
- Build applications for handheld and tablet platforms according to the requirements gathered and interpretation of the client clinical protocol. Actively participated in client/design/review meetings and performed functional requirements gathering and documentation creation. Also provided guidance to the client on the most suitable solution, ensuring that all recommendations are achievable within the scope of the product.
- Investigate and propose solutions for change in requirements or potential issue/bug. Work with the Project Managers to ensure complete review of application design for end user use and adherence to a clinical protocol. Support development, review and approval of project related study documentation during the course of the Project Lifecycle, ensure documentation is complete and of a high quality. Present solutions at client design review and testing meetings at customer sites (as needed).
- Implemented data post-processing tools using Java or other programming languages (Python, Ruby, JavaScript, XML).
- Ensure that the Project Team maintains a high quality service and on time delivery of project outputs for the client. Ensure knowledge and understanding remains up-to-date with software releases and updates. Supported the on-boarding and training/mentoring of new hires.

CRF Health - Tier II Technical Support Specialist (03/2013 - 03/2015)
- Provide support for escalated calls from Tier I helpdesk. Ensuring tickets are responded to and resolved in a timely and accurate manner by providing clear and concise instructions and resolutions for escalated issues.
- Create knowledge base articles and conduct training to Tier I agents on new technologies, best practices for supporting a site or patient call, client specific material, among other topics.
- Perform local testing and validation of the wireless carrier and landline network infrastructure in various countries world-wide.

Amtrak - Application Support Analyst (10/2011 – 03/2013**)**
- Front End Support for Amtrak Applications (WMS, eTrax and Maximo). Worked with multiple groups to provide excellent customer service and troubleshooting skills, in order to promptly

resolve any and all issues that arise. Also played a primary role in the integration of RSA Tokens to allow remote access into Amtrak's Network.

- **WMS** (Work Management System) – Monitor, update and troubleshoot over 500 WMS Thin Clients (kiosks used by mechanical employees to enter time, complete reports and order train parts) and over 130 IP Time Clocks (used to clock in and out with SMARTID badges).
- **eTrax** – Procurement application used by Amtrak employees to process purchase requisitions, payment requests, expense reports, and book travel. My duty was to monitor and maintain the application, as well as assist its users with all aspects of the site.
- **Maximo** – Monitor, update and troubleshoot over 70 TEDs (Time Entry Devices, used by engineering employees to swipe in and out). Also assist employees with issues being experienced with time entry and inspections they are performing on both a computer and on a mobile device.

EDUCATION
Bachelor's Degree: Information Technology
Purdue University, Philadelphia, PA

Associate's Degree: Computer Networking
CHI Institute, Philadelphia, PA