

# Tyler Hudson

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## SUMMARY

Experienced Service Reliability Center Engineer with 6 years at Nuance Communications Inc. and Microsoft. Skilled in infrastructure monitoring with Zenoss, implementing CI/CD practices using Azure DevOps Pipelines, and managing critical incident alerts through Everbridge and IcM. Proficient in security compliance, incident management, and automating workflows with Terraform and PagerDuty to enhance system reliability and performance.

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## PROJECTS

### Deploying a Secure Messaging Application

Hudson I.T. Consulting • [tylerkhudson.com//deploying-secure-message-app/](https://tylerkhudson.com//deploying-secure-message-app/) • July 2024 – Present

- The project is a full-stack real-time messaging app designed to facilitate secure communication between users. The app, currently in the prototyping phase, features a front-end built with Vue.js, JavaScript, HTML, and CSS, and a back-end powered by Python Flask and Socket.IO. It will be hosted in a Docker container on Azure, ensuring scalability and reliability. The application aims to provide seamless and secure messaging, supporting text, images, and videos, and is designed with a focus on robust security and efficient real-time communication.

### Dad Joke Provider: A Kubernetes Microservices Project

Personal Project • [tylerkhudson.com//dadjoke-provider/](https://tylerkhudson.com//dadjoke-provider/) • April 2024 – Present

- This project implements a Dad Joke Provider as a microservices application deployed on a Kubernetes cluster.
- The application consists of three containerized services (Joke Service, User Service, and API Gateway) managed by Kubernetes, demonstrating key concepts such as deployments, services, and pod management.
- The Kubernetes cluster provides a scalable and manageable environment for the application, allowing for easy updates, scaling, and monitoring of the microservices architecture.

### Flask-Based Rock, Paper, Scissors Web App with CI/CD Pipeline

Personal Project • [tylerkhudson.com//flask-project-rock-paper-scissors/](https://tylerkhudson.com//flask-project-rock-paper-scissors/) • February 2024 – Present

- I am developing a Rock, Paper, Scissors web app using Flask, featuring a user-friendly interface with HTML and CSS, and the ability to record and display previous matches. The project involves implementing a CI/CD pipeline with Jenkins to automate deployments and using Docker for containerization. The application will be deployed to a Kubernetes cluster on Azure, with Terraform managing infrastructure as code. This setup ensures scalability, reliability, and efficient updates throughout the development and production phases.

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## EXPERIENCE

### Network Administrator

Global Evangelism Inc.

August 2024 – Present, San Antonio, TX

- Assisted in the installation, configuration, and maintenance of network devices such as routers, switches, firewalls, and wireless access points.
- Diagnosed and resolved network connectivity issues, hardware malfunctions, and software conflicts to minimize downtime.
- Monitored network performance and security using various tools, ensuring network stability and identifying potential vulnerabilities.
- Provided technical support to end-users, addressing network-related issues and ensuring seamless access to network resources.
- Maintained detailed documentation of network configurations, changes, and troubleshooting procedures.
- Accompanied senior network administrators & engineers to implement network upgrades and improvements.

### Solutions Engineer

Hudson I.T. Consulting LLC

October 2019 – Present, San Antonio, TX

- Designed, installed, and managed network infrastructure for clients in the medical, pharmaceutical, and various other industries, utilizing Ubiquiti devices, including switches, gateways, and cameras.
- Monitored small business networks to ensure optimal performance and security, implementing necessary fixes and changes based on client needs and system assessments.

- Leveraged cloud platforms to deploy and maintain infrastructure, using tools such as Terraform for automated environment provisioning, particularly for development and testing environments.
- Collaborated on full-stack web application development projects, focusing on frontend technologies and containerization with Docker, while working closely with the backend developer to ensure seamless integration.
- Provided technical consulting services to clients, offering tailored solutions to meet specific business needs, including network optimization, cloud adoption, and infrastructure scaling.
- Implemented NodeJs - based cloud solutions, improving system efficiency by 25% over a six-month period while maintaining 99.9% uptime using Azure and Docker. Created NodeJs APIs for said solutions.

## Service Reliability Engineer

Nuance Communications Inc. & Microsoft

August 2022 - May 2023, Remote

- Provided technical support and infrastructure management for government cloud and enterprise solutions, ensuring compliance with security regulations and optimizing performance for mission-critical applications in a secure cloud environment.
- Participate in the implementation of CI/CD practices using Azure DevOps Pipelines, ensuring efficient and seamless project delivery for the team.
- Utilized Zenoss for proactive infrastructure monitoring and performance analytics, enabling early detection of system issues and ensuring continuous availability and optimized performance across cloud and on-premises environments.
- Managed critical incident alerts and emergency notifications through Everbridge, ensuring real-time communication across teams during system outages and critical events, improving response time and minimizing operational disruptions.
- Demonstrated a strong commitment to security standards by successfully implementing solutions aligned with FedRAMP requirements.
- Streamlined Azure resource provisioning and configuration through the implementation of infrastructure as code templates with Terraform, reducing manual effort and enhancing efficiency.
- Leveraged PagerDuty for automated incident management, ensuring prompt alerts and escalations during service outages, leading to faster issue resolution and improved system reliability across multiple projects.

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## EDUCATION

### Bachelor of Computer Information Systems

Texas State University • San Marco, TX • 2022

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## CERTIFICATIONS

### Azure Fundamentals

Microsoft • 2024

- This certification provides foundational knowledge of core Azure services, cloud concepts, and Azure management tools, which are crucial for understanding how to leverage Azure's cloud offerings effectively.

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## SKILLS

Hard Skills: Analyst, Troubleshooting, Cloud, Firewall, Load Balancer, Network Administration, Network Design & Implementation, Systems Administration, Linux, Scripting, Terraform, Docker, Azure, AWS, Automation

Soft Skills: Leadership, Cross Functional, Communication, Analytical, Detail Oriented, Highly Motivated