

# Tim McHale

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## Work Experience

### **MarketDial** **DevOps Software Engineer**

**January 2022 - January 2024**  
**Salt Lake City, UT**

- Developed a multi-threaded messaging queue, using python's threading library, improving environment creation performance by 400% inside Kubernetes.
- Developed an observability pod in Docker, reporting on issues in Marketdial's internal Kubernetes clusters to the company Slack.
- Co-Developed an automated-script-runner, which takes a script as input, and automates the running of that script in production. Capable of running SQL, bash, and python scripts.
- Automated the creation of new FTP servers, improving Marketdial's partner onboarding process.
- Acted as the company expert in setting up DNS records, fixing an issue of non-deliverable emails from the sales team and Sendgrid.
- Acted as the on-call engineer, performing the duties of: managing the CI-CD system, deploying Docker containers on Kubernetes with Helm, solving production incidents, and organizing blameless post-mortems.
- During this time, service uptime increased by 99% over 24 months, while refining the incident response process in GCP.

### **MxToolbox** **Support Engineer**

**August 2018 - December 2021**  
**Austin, TX**

- Consulted on DNS records to configure email delivery and set up web infrastructure.
- Contributed to a Sales and Support team where the ARR went from \$5M to \$10M per year.
- Helped thousands of customers stabilize failing on-premises and cloud infrastructures for platforms like Azure, AWS and GCP.

### **Web.com** **Data Analyst**

**August 2017 - September 2018**  
**Austin, TX**

- Developed python scripts and SQL queries in Microsoft SQL Server to analyze Web.com's lead database of 21 million customers, ranking leads for sales reps to call.

### **OnDeck** **Sales Operations Specialist**

**January 2015 - July 2016**  
**New York, NY**

- Won Highest Impact Employee for the New York office in Q2 of 2015.
- Developed reports quantifying sales KPIs in postgresQL, Salesforce, Tableau, and Excel.

**LOOM Group Labs**  
**Software Developer**

**June 2012 - August 2017**  
**Brooklyn, NY**

- Created a web scraper with python's scrapy library to automate and populate the lead database on postgresSQL in AWS for the anchor client, the LOOM Group.
- Consulted with AstraZeneca to develop iOS applications with Objective-C and a backend in python on AWS for pharmaceutical conferences.
- Consulted with a startup called Marco Polo, developing their iOS app in Objective-C, and building dashboards against their backend in python on GCP.

### **Education**

**Binghamton University, State University of New York, B.A., Political Science**  
**Western Governors University, B.S. Computer Science**

### **Skills**

**OS/Languages: Linux(Ubuntu,Kali,Debian) Python, Javascript, Ruby, Java, C++, C, Objective-C, Rust, Bash, PHP | Frameworks and Libraries: Node.js, pyenv, scrapy, Flask, gunicorn, websockets, beautifulsoup, Sinatra, Ruby on Rails, React, Express.js, pytest | Web Tools: HTML, CSS, JQuery, Burp Suite, nmap, GoBuster, Metasploit | Tools: SQL, Postgres, Microsoft SQL Server, MySQL, npm, Visual Studio Code, Vim, Heroku, Vercel, MongoDB, WiresharkChatGPT | DevOps: Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Jenkins, Prometheus, Grafana, Docker, Kubernetes, Helm, Git, Github**