KEVIN TSAI

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EDUCATION

B.A. Information Science
University of Maryland, College Park

📅 Graduation May 2022

- Dean's List: Spring '18, Spring '20, Fall '20
- Academic Honors: Fall '18, Fall '20, Spring '20, Fall '21

EXPERIENCE

Data/Cloud Engineer
MassMutual

📅 Dec 2023 – Current   📍 Manhattan, NY

Junior Software Engineer w/ Rotations in Cloud Platform Engineering and Site Reliability Engineering
MassMutual

📅 June 2022 – December 2023   📍 Boston, MA

Campaign Registry DevOps/Cloud Engineer Intern
Kaleyra

📅 June 2021 – Oct 2021   📍 Remote

- Built Production Environment AWS infrastructure various resources, EC2, S3, CDN, in **Terraform/Terragrunt** Template
- Automated RDS Read Replica Promotion process through **Lambda (Python 3.8)** and **EventBridge**
- Privatized Static Asset S3 Buckets Access and restricted only **Cloudfront Access** with added Lambda security headers
- Created **Jenkins** Pipelines for Base Images to AWS ECR with **Docker**
- Deployed Terragrunt templates to **Bitbucket**

Campaign Registry Software Engineer Intern
Kaleyra

📅 June 2020 – June 2021   📍 Remote

- Created streamlined incident response management with escalation, on-call scheduling, and audit trailing to overcome scalability, escalation, scheduling, and meeting service level agreement (SLA) challenges.
- Consolidated Campaign Registry workflow environment through product assessment of Software as a Service (SaaS) management platforms **OpsGenie** and **Pagerduty**.
- Setup external ticketing service **Freshdesk** and cloud monitor service **DataDog** to be integrated into OpsGenie workflow.
- Utilized **Klipfolio** BI tools to assemble multiple dashboards visualizing TCR data and key performance indicators (KPIs).
- Investigated and produced high-level analysis presentations for upper-level management teams; Successfully fielded questions from presentation participants.

SKILLS

Programming Languages

Java | Python | SQL | JavaScript | HTML5 | CSS | YAML | Groovy | Bash

Services

AWS | DataDog | Freshdesk | Klipfolio | Pagerduty | Bitbucket | JIRA | OpsGenie | Kubernetes

Technologies

iOS | Linux | Jenkins | Ansible | Terraform/Terragrunt

CERTIFICATIONS

Certified AWS Solutions Architect Associates
Amazon Web Services

📅 Exam date pending

Certified AWS Cloud Practitioner
Amazon Web Services

📅 Certified until Jan 22, 2024

PROJECTS

Dynamic Web Application Greenbox

- Front-end Development through **Vanilla JS, Bulma CSS, HTML5**
- Back-end DB with **MySQL**
- Rest Server API routes and queries **Sequelize + Express JS**

LEADERSHIP SKILLS

Customer Service
PokiDC Shift leader

📅 May - August 2018   📍 Rockville, MD

- Maintained high standards of serving customers during high-volume, fast-paced operations
- Collaborated with co-workers and management with clear communication and positivity