KYLE BRIEDEN

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Professional Summary

Experienced Systems Engineer skilled with automation technologies such as Ansible, Terraform and Docker. Skilled in bringing automation to a product, and strongly believe in the "cattle not pets" school of thought with infrastructure. Demonstrated success in Operations, seeking to move into Product workflows.

Skills

- **Operating Systems:** Linux (Debian, Ubuntu, ArchLinux, CentOS), familiarity with current Windows and Mac OSX versions.

- **Automation Technologies:**
  - Ansible, Salt Stack, Puppet, Docker, Terraform, Jenkins, Packer

- **Linux Technologies:**
  - Apache, Nginx, MySQL, PHP-FPM, git, NFS, OpenLDAP, OpenSSL, OpenVPN, OpenFTP, OpenSSH, Postfix, Dovecot

- **Networking Technologies:**
  - TCP/IP, Hourglass Internet Model, OSI Model, Layer 2 and 3 hardware and software (including Cisco IOS)

- **Cloud Technologies:**
  - Cloud Providers: AWS, Digital Ocean, Rackspace
  - Hypervisors: Xen Project, VMware, KVM, Proxmox

- **Languages:**
  - Able to work in Bash, Python, LaTeX

Experience

- **Systems Engineer: December 2017-Present**
  Riot Games—St. Louis, MO
  - Responsible for modernization and automation of build pipeline for Player Platform Services
  - Support day to day operations of initiatives within Platform Group, as well as automate tasks where able.
  - Converted from Contractor status to Full Time status in April 2019
  - Systems Engineer - Full Time

- **Analyst 2 - Linux Automation: September 2016-December 2017**
  Macy's Systems & Technology—Johns Creek, GA
  - Responsible for developing automation for internal customers
  - Provide day to day operational support for Macy's infrastructure at large
  - Linux Automation

- **DevOps Engineer: June 2016-September 2016**
  Kickboard For Schools—New Orleans, LA
  - Responsible for developing foundation for growth of platform
  - Provide team with Systems Engineering experience and knowledge
  - DevOps Engineer - Full Time - Remote - Contract

- **Operations Engineer: November 2014-April 2016**
  WP Engine—Austin, TX
  - Responsible for farm-wide monitoring and first response. Assisting Systems Engineering team
  - Farm maintenance, rolling out updates, and assisting support staff when needed

- Operations Center - Third Shift

- **Customer Support - Level 3: June 2014-November 2014**
  WP Engine—Austin, TX

  - System focused, but also worked with customer custom code as well
  - Emphasis on mentoring and training junior support techs and assisting management with day to day items
  - Third Shift Customer Support Team

- **Linux Administrator II: January 2014-June 2014**
  Rackspace—San Antonio, TX

  - Linux Subject Matter Expert (SME) for Rackspace's most strategic accounts
  - Critial Accounts - Enterprise Support

- **Linux Adminstrator I: December 2012-January2014**
  Rackspace—San Antonio, TX

  - Provided chat and phone support, as well as ticket work for SMB customers from $15 per month up to $10,000 per month
  - Managed Cloud - SMB

- **Student Worker-BVCNet Admin: June 2011-December 2011**
  TAMU Telecommunications Academy—College Station, TX

  - Developed, planned, and began deploying multiple public access computer labs around Bryan and College Station, TX
  - Developed a roaming profile-like system so patrons could log in at any lab and have their own desktop
  - Semester long position

- **Student Worker-Testing Assistant: September 2010-May 2011**
  TAMU Cisco Lab—College Station, TX

  - Tested networking products for Cisco Systems under professor Sejun Song at TAMU
  - Semester long position

Education

- **Telecommunications Engineering Technology**
  Texas A&M University—College Station, TX

Achievements and Activities

- Prompted by a grueling on call schedule that burned out numerous Systems Engineers at WP Engine, I started the Systems Operations Center (SOC) team to provided 3rd shift Systems Operations and Engineering coverage.
- At Rackspace, I was a member of a community support effort engaging customers via community forums in addition to my front line support role.
- I maintain a small home lab that includes a Xen hypervisor, PiHole DNS Ad Blocking, OpenVPN server, private email server, as well as other services and personal programming projects.
- Member of the Corps of Cadets, Company K-2, four years
- Member of the 2008 National Champion Texas A&M Fish Drill Team
- Planned and executed an outfit reunion and Parent's Weekend banquet for +150 people with very limited assistance from underclassmen and peers
- Member of TAULUG - Texas A&M UNIX Linux Users Group
- Amateur Radio Operator - KF5MWZ, General Class
- Helped execute CCDC - Collegiate Cyber Defense Competition - as a member of the planning and execution "Gold Team"