

Objective

To obtain a position in which I am consistently challenged to both perform and grow as a system administrator/developer.

Experience

Senior Support Engineer at GitLab, Inc. - Aug 2018 to Present

- Triage customer issues, debug, and find workarounds if possible
- Communicate via email and video conferencing with potential and current clients
- Submit and comment on bug reports and feature requests based on customer interactions
- Create or update documentation based on customer interactions
- Engage with the dev team to escalate bugs, solve problems, or obtain missing information
- Meet or exceed SLA times consistently

Senior DevOps Engineer at FlyData, Inc. - Sept 2017 to Aug 2018

- Act as point of escalation for support team
- Manage creation and maintenance for infrastructure
- Development of internal tools, applications, and SOPs
- Development/maintenance of chef recipes/cookbooks
- Management of company website's security/well-being

Platform Support Lead at Digitalocean - June 2015 to Sept 2017

- Management of shift in matters ranging from time management, morale, escalations, etc.
- Perform One-on-One meetings to discuss performance, issues, etc.
- Generate and update SOPs and/or documentation for the support department
- Determine methods to optimize support procedures and flow
- Development of tooling to assist in metrics, performance, etc.
- Analysis of data pertaining to performance, response times, efficiency, etc.

Senior DevOps Engineer at STOP LLC - Sept 2014 to Sept 2015

- Linux system administration for company (50-60 servers)
- Development of internal tools, applications, and SOPs
- Linux server setup, monitoring, optimization, and maintenance
- Administration of deployment and migrations
- Point of contact for all Linux escalations
- Development, implementation, and maintenance of internal scripts, tools, and control panels (written in Perl)
- Development of automation processes and tools (crontab, RPM, etc.)

Monitoring Admin at Hostgator - Feb 2011 to Nov 2014

- Perform system administration tasks on 2000+ servers
- Perform preventative tasks to maintain 99.99% uptime
- Maintain Zabbix scripts and policies for advanced server monitoring
- Enforce performance related ToS infractions

Languages	Ruby, Python, PHP, JS/jQuery, Perl, Bash, HTML, CSS, Bootstrap
Frameworks	Rails, Django, Node.js, WordPress, Joomla, Magento
Software/Services	Apache, Nginx, Exim, Dovecot, Postfix, Chef, Puppet, Bind/named, systemd, initd, Sensu, Nagios, Zabbix, icinga2, KVM, docker, git, svn
Databases	MySQL, PostgreSQL, Oracle, MongoDB, indexddb, sqlite
Platforms	RHEL, Debian/Ubuntu, CoreOS, Windows, FreeBSD, AWS
Soft Skills	Customer Support, Shift Management, Time Management, Empathy, Sympathy, Conflict Resolution

References Available Upon Request