

Skills

Site Reliability Engineering & System Administration:

System Automation, Incident Management, Hardware and Software Troubleshooting, Network Administration, Virtualization, Cloud Computing, Data Backup, System Monitoring and Alerting, Documentation Development, Training Development and Leadership

Tools & Technologies:

AWS: EC2; ElastiCache; EBS; CloudWatch; IAM, Mesos, Prometheus, Puppet, Docker, SaltStack, Redis, Splunk, Kubernetes, Graphite, Grafana, GitHub Enterprise, git, Ansible, Proxmox

Programming Languages:

Python (Proficient), Bash/Zsh (Proficient), Java (Intermediate), Go (Beginner), Ruby (Beginner), C (Beginner)

Certifications

Certified Kubernetes Administrator (CKA) — The Linux Foundation

04/2024

Experience

Amazon Web Services — Vancouver, Washington

Cloud Support Engineer — Linux

03/2020 – 09/2023

- Delivered industry leading support for customers utilizing AWS services such as EC2, EBS, and ElastiCache.
- Engineered automation tools, reducing manual processes from over 10 minutes to under 1 minute using Python.
- Executed on-call duties, managing service escalations, and implementing quality improvement initiatives.
- Enhanced internal training materials, leading sessions for new hires and leadership, improving overall team capability.

Apple — Cupertino, California

Siri Production Engineering

01/2018 – 09/2019

- Deployed and maintained global server fleets supporting Siri; ensured 99.99% uptime and optimized performance
- Participated in an on-call rotation for globally distributed services, approved code releases, and coordinated traffic management.
- Supervised a continent-scale outage where I remediated customer impact within 15 minutes, and then took lead of the root cause analysis as well as remediation efforts.
- Automated operational tasks, reducing manual operator time from over 7 hours to under 2 hours, significantly improving efficiency.
- Authored and maintained documentation for internal services, clearly defining support channels and SLAs to streamline operations.

Siri Dev Ops Intern

01/2017 – 08/2017

- Developed a system for real-time global server state reporting, improving visibility and monitoring.
- Collaborated with cross-functional teams at Apple to enhance knowledge of server infrastructure, monitoring platforms, and automation processes.

WITR 89.7 — Rochester, New York

Chief Engineer

01/2016 – 05/2017

- Directed a team of volunteers and employees to maintain high reliability for RIT's radio station operations.
- Reconstructed core services to enhance system resiliency and failover capabilities.
- Designed and executed the construction of a \$250,000 broadcast studio while integrating industry standards.
- Implemented automation and monitoring for 24x7 radio broadcasts to ensure uninterrupted service.

Staff Engineer

05/2014 – 12/2015

- Assisted in maintenance and rebuilding of the radio station's core services to improve overall system reliability.
- Integrated older systems with SaltStack and CobblerD for improved control and automation.
- Initiated a comprehensive monitoring system for the entire infrastructure, laying the groundwork for future enhancements.

Education

Rochester Institute of Technology — Computer Science BS

Rochester, New York