

Employment

SaaS Site Reliability Engineer

Oracle - Remote

Jan 2022 – Jan 2023

- Administration and engineering of Oracle Linux hosts in Oracle Cloud Infrastructure, including virtual machines and clustered Kubernetes hosts.
- Built Prometheus, Grafana, and OCI Monitoring from the ground up to create comprehensive dashboards for leadership, support, and engineers to troubleshoot and diagnose issues.
- Defined and analyzed product performance metrics (KPIs, SLIs, and SLOs) to inform data-driven decisions.
- Deployed infrastructure changes using BitBucket, Ansible, and Terraform pipelines, as well as Kubernetes with Helm charts.
- Utilized OCI Python SDK and Bash scripts to automate tenancy administration and reduce SRE toil, resulting in significant time reclamation for the team.
- Thorough documentation of new and existing procedures through Confluence.
- Participated in SRE on-call rotation.

Platform Engineer

CoreDial - Blue Bell, PA

June 2019 – Jan 2022

- Maintained a highly available VoIP and hosted PBX platform across open-source technologies such as FreeSWITCH and Asterisk.
- Managed and maintained approximately 700 hosts across multiple cloud and data center locations, including Red Hat, CentOS, and Ubuntu systems.
- Oversaw a 24/7 monitoring and alerting stack with Prometheus, Grafana, Kibana, and Logstash, including customizing Prometheus deployments through a variety of exporters, PromQL, and textfile collectors.
- Streamlined configuration management and patching using Ansible, including the deployment of exporters, scripts, cron jobs, installations, and builds.
- Worked on OS and kernel tuning for performance improvements of FOSS and vendor-specific products.
- Created and drove multiple off-hours maintenances that were presented to CAB and peer-approved.
- Heavy scripting to automate, administer, and manage DNS, FreeIPA, and Bacula.

Linux Systems Engineer

**HighPoint Solutions - East
Norriton, PA**

April 2017 – June 2019

- Primary contact for multiple clients, responsible for assistance and execution of tasks such as maintenance windows, upgrades, and reporting.
- Extensive engineering of AWS for clients: standing up EC2 machines, managing their sites with ELB, Route 53, and Elastic IPs.
- Frequent use of S3 and S3 bucket policies to structure and enforce data access to larger entities.
- Use of Pure Storage and NetApp for volume management.
- Adhered to change control requirements for validated environments.

Linux Systems Engineer

**Contour Data Solutions -
Doylestown, PA**

June 2016 – Sep 2016

- Installed and configured SolarWinds and InfoSight monitoring for new and existing clients.
- Visited client sites to determine best IT related solutions.

Linux Systems Engineer

CardConnect - King of Prussia, PA

Feb 2016 – April 2016

- Engineered Nagios for alerting.
- Deployed and administered Red Hat Satellite.
- Participated in weekly security audits adhering to payment processing industry standards.

Staff Systems Engineer

Health Market Science - King of Prussia, PA

April 2011 – Nov 2015

- Configuration, maintenance and troubleshooting of RHEL, CentOS, and Windows virtual machines.
- JBoss and Tomcat administration and engineering: working with multiple development and QA teams to provide constant support.
- Utilized Jenkins to push and maintain development, QA, and production code.
- Tidal Enterprise Scheduler support, deployment, and maintenance (RHEL).
- Active Directory, Windows 2008/2012 Server configuration, and Exchange administration.
- Maintained HIPAA compliance.

Technical Skills

- Workflow/Documentation: git, Ansible, Confluence, Obsidian, tmux, bash/zsh, Neovim
- Backend: RHEL/CentOS/Ubuntu/Oracle Linux, Kubernetes, Redis, FreeIPA, BIND, Apache, PostgreSQL/MySQL
- Monitoring/Alerting: Prometheus, Grafana, AlertManager, Zenoss, PromQL, OCI Metrics, ELK
- Cloud/VM: AWS (EC2, Route 53, S3), Oracle Cloud Infrastructure, OpenStack, VMWare, Vultr

Education

Philadelphia, PA

Temple University

2006 | 2010

- BS in Computer and Information Science.