

EDUCATION

August 2014- May 2019 **University of Cincinnati, Cincinnati, Ohio**
Bachelor of Science in Information Technology, Network/Systems Focus

2010-2014 **Findlay High School, Findlay, Ohio**

PROFESSIONAL EXPERIENCE

May 2022 - Present **Site Reliability Engineer, CoverMyMeds**

- Developed and maintained automated infrastructure provisioning and configuration management systems using Ansible, Terraform, and Puppet.
- Participated in incident management processes and on-call rotation, providing rapid response and root cause analysis to minimize downtime and prevent future incidents.
- Documented system architectures, procedures, and policies to facilitate knowledge sharing and maintain system stability
- Implemented best practices to ensure system security and compliance with industry standards and SOX compliance within CMM systems

Nov 2019 - May 2022 **Site Reliability Engineer, 84.51° - The Kroger Company**

- Enacted an automated deployment pipeline for a series of observability tools to be used by the enterprise. These tools include Prometheus, Thanos, Jaeger and others using Ansible to deploy
- Collaborated to create a SRE team to improve reliability, performance and implement SRE ways of working. This includes being on-call, defining SLI/SLOs, assisting with large RCAs for our products, etc.
- Implement and maintain monitoring solutions at the server and application level to increase visibility into day-to-day operations and issues, utilizing Grafana, Prometheus Exporters, Dynatrace and others.
- Provide training for Production Support Teams and other Engineers on SRE best practices and tools, including training, documentation, and one-on-one sessions.

May 2018 - Nov 2019 **Versatilist Engineer, 84.51° - The Kroger Company**

- Main liaison between an engineering team and the infrastructure teams to help drive and support the release of the company's main commercial application
- Responsible for helping drive monitoring, alerting, performance improvements, automation and transition of support for the release of the commercial application
- Led the implementation of a new data visualization tool (Grafana Enterprise) and developed real time insights on the commercial application's usage and performance metrics to help make business decisions
- Collaborated with the development and deployment of a new Application Performance Management (APM) tools to enable developers to troubleshoot, develop clean code and to better understand their applications easier to move quicker

May 2016 - May 2018 **Information Technology Co-op, 84.51° - The Kroger Company, Cincinnati Ohio**
Database, Network, and Windows Infrastructure Co-op

- Experience with troubleshooting and configuring of Oracle Exadata, Postgres and MongoDB databases
- Contributed to deploying, maintaining and troubleshooting network related equipment within the office and datacenters

LEADERSHIP EXPERIENCE

September 2015 - May 2019 **President of Information Technology Student Association at The University of Cincinnati**

- Organizes and presides over all ITSA meetings, oversees the Executive Board and Executive Board meetings, oversee all ITSA events in conjunction with the Executive Board
- Oversees and presents all budgets and fees needed to make ITSA a successful club on campus and around the Cincinnati area. Assist with planning and organizing of all events.