# Joey Netzorg

## Site Reliability Engineer

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Enthusiastic Site Reliability Engineer with a keen interest in leading through designing, implementing, and automating technically thorough solutions.



### **Skills**

- Infrastructure as Code (Terraform, Terragrunt, Ansible, Puppet, Salt, CloudFormation, Chef)
- Cloud Computing (Kubernetes, AWS, GCP, Networking, CloudWatch, Docker, MySQL, NoSQL)
- DevOps (Python 3, Python unit testing, bash, Go, GitHub, GitLab, managing multiple environments)
- ♦ Linux Systems Administration
- Observability & Chaos Engineering (New Relic, Datadog, Grafana, Prometheus, PagerDuty, Gremlin)
- CI/CD & Big Data (BuildKite, Spinnaker, Helm, Jenkins, Consul, Vault, GitLab CI/CD, Atlantis)



## **Work History**



### Site Reliability Engineer II

Ping Identity, Denver, CO

- Wrote Terraform module library for internal teams to do "self service" implementing of New Relic alerts, workflows, etc., including example code in Terraform and Terragrunt
- Wrote Python code/unit tests and CloudFormation code to automate the process of linking all AWS production customers to New Relic, reducing human error and churn
- Led and implemented conversion of new and existing production customers to New Relic metric streams, resulting in cost savings of 35% average per customer
- Participated in cross-team effort to implement chaos engineering across the larger internal Infrastructure Operations organization

• Participated in weekly production code deployments and regular PagerDuty on-call rotation

#### Senior Infrastructure Engineer Jul 2020 -Oct 2020

Travelport, Denver, CO

- Automated infrastructure tooling for applications running on multiple major cloud providers
- Modernized and streamlined the Jenkins pipeline, incorporating Ansible and Terraform, in service of standing up a proof-of-concept environment in AWS

#### Site Reliability Engineer Jun 2019 -May 2020

TeamSnap, Inc, Boulder, CO

- As part of the Site Reliability Engineer platform team, managed company platform technology infrastructure, including the company-proprietary backend software stack, API, databases, legacy internal applications, and storage
- Led effort to update old DataDog monitors and back-port them to existing configuration management tooling, as well as cross-team training on DataDog usage
- Led effort to perform failure testing and load testing when implementing Hashicorp Vault for internal secrets management
- Led effort to organize and migrate the team's internal documentation store and shift team culture towards "document now, not later"
- Participated in team-wide, multi-quarter project to orchestrate internal infrastructure using GCP Kubernetes

#### **DevOps Engineer** Apr 2015 -

Feb 2019 Oracle Corporation, Denver, CO

- Provided cloud operations and DevOps support for the Big Data group within the Cloud Operations division
- Used Terraform and Ansible to spin up new data center infrastructure containing 100+ compute instances, networking components (VCNs, load balancers, etc.), and storage volumes, reducing setup time by 50%
- Automated installation/configuration of a Oracle WebCenter Portal stack in an Oracle Cloud Infrastructure Class cloud environment using Terraform, reducing setup time by 75%

#### **Senior Cloud Operations Engineer** Mar 2014 -

Mar 2015

Multiple Contract Clients, Portland, OR

- Provided senior-level cloud operations and DevOps support across multiple cloud providers for dozens of external customers
- Initiated company-wide patch solution for managed services customers
- Automated AWS stack creation using CloudFormation, reducing creation time by over 80%

 Collaborated with another colleague to architect a highly available, geographically redundant centralized logging infrastructure based around an ELK stack across multiple environments processing > 50 million log records

## Oct 2012 - Senior Systems Engineer Feb 2014

Cascadeo Corporation, Portland, OR

- Provided lead systems/devops engineering to domestic and international clients, taking clients from initial assessments through to implementation in the cloud provider of the client's choice, with an emphasis on automation, disaster recovery, and optimizing for cost
- Functioned as a technical lead for sysadmins of all skill levels in three countries
- Designed and implemented a Chef-based cloud infrastructure supporting several Web applications for a US client, reducing setup time by 60% and saving the client an average of \$4900 in labor cost per installation

## Jun 2011 - Senior Systems Administrator Jun 2012

Multiple Contract Clients, Portland, OR

- Supported an environment of over 1000 Linux and Windows VMWare virtual servers, additionally working with multi-homed physical ESX servers in geographically dispersed data centers
- Provided sales engineer duties for existing customers, including software suite installation, configuration, support, and end user training
- Synthesized existing sparse documentation into an extensive internal documentation share to formalize customer training processes.

## Sep 2009 - Linux Systems Engineer Feb 2011 Northwest Engineer

Northwest Evaluation Association (NWEA), Portland, OR

- Deployed/supported adaptive assessment software solutions for external customers
- Provided subject matter expertise on Apache Web Server, RedHat Linux, ActiveMQ messaging, and Geronimo in support of a continuous development/continuous integration pipeline for internal developers
- Jun 1997 Full Employment History Available Upon Request
  Sep 2009

  Adulting Employers Contract Clients Deputer CO

Multiple Employers/contract Clients, Denver, CO

## **Education**

### **Bachelor of Fine Arts**

Louisiana Tech University - Ruston, LA



