

Joey Netzorg

Site Reliability Engineer

Address Denver, CO, 80224

Phone (303) 319-8369

E-mail joey.netzorg@proton.me

LinkedIn [linkedin.com/in/joeynetzorg](https://www.linkedin.com/in/joeynetzorg)

WWW joeynetzorg.me

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

- ◆ **Oct 2020 - Site Reliability Engineer II**
Current *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

Jul 2020 -
Oct 2020

Senior Infrastructure Engineer

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

Jun 2019 -
May 2020

Site Reliability Engineer

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

Apr 2015 -
Feb 2019

DevOps Engineer

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%

Mar 2014 -
Mar 2015

Senior Cloud Operations Engineer

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%



Ping Identity "Game Changer" Award, 2021