Gabe Kahen

Devops engineer with 5+ years of professional experience

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EXPERIENCE

Redeam, Boulder, CO— *Customer Success Engineer*

May 2018 - PRESENT

Work closely with engineering and customer success teams to coordinate application support for customers & business needs. Utilize Kubernetes microservices, RESTful APIs & Postgres to provide data analytics & debug application issues. Write tools & fix core application bugs (Golang).

Tendril, Boulder, CO— *Customer Success Engineer*

January 2018 - May 2018

Classified inbound customer tickets in JIRA. Wrote support documentation, scripted basic command line and SQL tasks.

Voyant, Boulder, CO— *Devops Engineer*

October 2016 - January 2018

Created and maintained tools for integration and monitoring (such as Jenkins, Slack, Docker, or Sensu) written in Go, Python and Ruby. Planned and organized future application deployments. Worked on migrating existing infrastructure from IaaS cloud to self-hosted cloud infrastructure (Openstack, VMware).

Webscale, Boulder, CO— *Linux Support Engineer*

June 2014 - September 2016

Worked with a small team to support and design scalable, cloud agnostic IaaS + SaaS solutions for e-commerce applications.

Managed Services Team, Rochester, NY— *System Administrator*

May 2013 - February 2014

EDUCATION

Rochester Institute of Technology, Rochester, NY — *B.S. Computing Security*

2009 - 2013

PROJECTS

CasaBot — *Slack interface to Casatunes music player*
https://github.com/inteliquent/casabot
https://github.com/inteliquent/casatunes

SKILLS

Cloud Computing
Communication
Configuration Management
Containerization
Customer Support
Linux Engineering
Networking
OO Programming
Software Engineering
Web applications

PROFESSIONAL ACCOMPLISHMENTS

Developed automation tools to enable reliable and secure file sharing to distributed application nodes

Designed and implemented Slack workflows to automate common tasks performed on behalf of Customer Success team

Created a suite of CLI tools for data entry and inspection through customer & internal APIs

Participated in the design and documentation of personal, group and inter-team procedures, including workflow management, maintenance tasks and code review

Worked closely with development teams to provide development tools, maintain CI/CD pipelines, and monitor production infrastructure

LANGUAGES

Golang, Python, Ruby, Shell