JEFFREY HOGAN

AUSTIN, TX • JEFF.HOGAN1@GMAIL.COM

SUMMARY OF QUALIFICATIONS

A software engineer with over five years of systems administration, and monitoring experience, specializing in the development, management, implementation, and support of applications hosted on cloud providers.

- ➢ **Github:** https://github.com/jeffwecan/

PROJECTS

Maintainer of Python hvac module   **June 2018 – Present**

- ▪ **Project page:** https://github.com/hvac/hvac
- ▪ HashiCorp Vault API Client for Python 2.7/3.X

EDUCATION

Bachelor of Science (B.S.), Computer Science   **Graduated August 2015**
Texas State University   **San Marcos, TX**

- ▪ **Minor:** Mathematics

WORK EXPERIENCE

Software Engineer IV, Reliability   **October 2019 – Present**
Software Engineer III, Reliability   **July 2018 – September 2019**
Systems Engineer   **April 2016 – June 2018**
Systems Operations Engineer   **October 2015 – March 2016**
WP Engine   **Austin, TX**

- ▪ On-call engineer covering 10,000+ servers running customer environments as well as platform applications deployed to a wide variety of environments.
- ▪ Contributed to custom server lifecycle management written in Python and spearheaded adoption of Terraform to enable engineers to self-service their infrastructure needs.
- ▪ Implemented credential management using Vault for use by 70+ engineers and numerous applications.
- ▪ Designed and implemented serverless applications to automate infrastructure management and mitigate operational issues within supporting applications.
- ▪ Created configuration in Zabbix services to monitor a varied set of workloads across multiple cloud vendors.
- ▪ Established configuration management of AWS IAM for all accounts within the company's AWS organization.

Customer Support Specialist L2   **March 2015 – September 2015**
WP Engine   **Austin, TX**

- ▪ Supported SMB and Enterprise customers through a broad set of topics from DNS setup, website optimization, up to custom WordPress development assistance.
- ▪ Fielded Support calls and tickets
- ▪ Mentored and provided direct assistance for other Support agents
- ▪ Contributed to the documentation of internal systems
- ▪ Team of 150 people
- ▪ Created a software system to handle a security ticket queue that lowered average turnaround time from several months to days.

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Junior Administrator II   **December 2013 – February 2014**
Junior Administrator I   **June 2013 – December 2013**
HostGator.com, LLC, Support Department   **Austin, TX**

- Troubleshot and resolved up to 450 web hosting service technical and sales issues per week via phone, online chat, and tickets as part of a 100-member support team.
- Resolved server-side and configuration issues, which included configuring PHP settings, Apache directives, and Content Management Software (CMS), as well as resolving problems in pre-sales and billing.

TECHNICAL SKILLS

- **Languages:** Go, PHP, Python, C/C++, Java, Ruby, HTML, CSS, JavaScript, SQL, Shell Scripting
- **Software:** Apache, MySQL, nginx, docker, kubernetes, Vault, Terraform
- **Development and Testing:** Agile, Waterfall, SCRUM, Unit Testing, Regression Testing, Acceptance Testing