

JEFFREY HOGAN

AUSTIN, TX • JEFF.HOGAN1@GMAIL.COM • (512)686-8564

SUMMARY OF QUALIFICATIONS

A systems engineer with over five years of systems administration, and monitoring experience, specializing in the development, management, implementation, and support of application and website code.

➤ **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 III, Reliability

July 2018 – Present

Systems Engineer

April 2016 – June 2018

Systems Operations Engineer

October 2015 – March 2016

WP Engine

Austin, TX

- Managed 7,000+ servers, handled provisioning of new servers, and handled escalation of technical issues.
- Involved in the deployment of new containerized services orchestrated by Kubernetes
- Created configuration in Zabbix and Prometheus services to monitor a varied set of workloads across multiple cloud vendors
- Designed and implemented tools to support the management and reporting of server information
- Implemented improvement and bugfixes to platform code.
- Digital Experience Platform - >\$100M in annual recurring revenue
- 20 person team in the process of implementing “Site Reliability Engineering” practices.
- Updated security practices around AWS IAM and spearheaded credential management improvements

Customer Support Specialist L2

March 2015 – Present

WP Engine

Austin, TX

- Supported SMB and Enterprise customer's 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 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.

Junior Administrator II

December 2013 – February 2014

Junior Administrator I

June 2013 – December 2013

HostGator.com, LLC, Support Department

Austin, TX

- Troubleshoot 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.

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- 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, helm
- **Development and Testing:** Agile, Waterfall, SCRUM, Unit Testing, Regression Testing, Acceptance Testing