

Glen Knight



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Experience

DemystData – AWS DevOps Engineer

(Infrastructure Automation)

February 2018 - Present

- Collaborate with automation team in design and implementation of global infrastructure
- Collaborate with software development team in the design and implementation of continuous delivery solutions
- Automation of all infrastructure: from dev/test to staging to production
- Automation of information security policy and procedures
- Automation of application deployments
- Instrumenting infrastructure and applications for metrics collection, alerting, and planning
- Capacity planning and service scaling
- Support and failure response for infrastructure and applications

Digital Reasoning – Systems Engineer

March 2017 - February 2018

- Works closely with Software Engineers, Data Scientists, Project Managers and Business Analysts, and collaborating with customers' teams onsite to install, configure, upgrade, manage and troubleshoot Synthesys platform
- Create ETL pipelines to transform customer message data using Groovy and Java
- Oversee data ingestion and troubleshoot failed ingestion jobs
- Perform installation, upgrade, maintenance, and troubleshooting of Elasticsearch clusters and Hadoop(CDH) clusters
- Document system information
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Manage and monitor all installed systems and infrastructure

Column Technologies – Service Support Consultant

August 2014 – March 2017

- Architect, deploy, support and train in the services related to BMC Remedy.
- Communicate strategies and best practices with staff or clients for product implementation
- Document design specifications, installation instructions, and other system-related information
- Verify stability, interoperability, portability, security, or scalability of system architecture
- Collaborate with developers to select appropriate design solutions or ensure the compatibility of system components



- Evaluate current and emerging technologies to consider factors such as cost, portability, compatibility, reliability, and usability
- Provide Technical guidance or support for the development or troubleshooting of systems
- Identify system data, hardware, or software components required to meet user needs
- Provide guidelines for implementing secure systems to customers or installation teams
- Monitor system operation to detect potential problems.

Fidelity National Information Services – Programmer Analyst December 2011 – August 2014

- Support migration of code through test environments with tools such as Blade Logic, OSQL, and Microsoft Team Foundation Server
- Performed due diligence as necessary to ensure correct file migration
- Coordinate implementation of code into production environments
- Troubleshoot internal applications by examining IIS configuration, database blocking, and affected file version.
- Create projects and work items in Microsoft Team Foundation Server
- Provided Release services for SDLC Waterfall and Agile/Scrum
- Gathered metrics and implementation data to present to management
- Manage relationships and coordinate work between different teams at different locations
- Conduct Release Readiness reviews
- Maintains a release repository and manages key information such as release procedures, dependencies, and notification lists.

Education

Florida International University

2006-2013

Bachelors of Science

Information Technology

Skills

AWS Certified Solutions Architect – Associate, AWS Certified Developer – Associate, AWS Certified SysOps Administrator – Associate, Apache Tomcat, Jetty, Linux Administration, Java, Python, Groovy, Elasticsearch Administration, Hadoop Administration, Docker, Atlassian Suite, Cloudera Manager, HTML/CSS, Javascript, Jenkins, Packer, Terraform