BROOKE BYERS

SITE RELIABILITY ENGINEER

AI Automation and Finops

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Experience

IBM — Finops and AI Automation — Nov. 2023-Apr. 2024

Site Reliability Engineer II L7

- Successfully managed a multi-account, multi-continent production network for both internal and external services.
- Constructed and maintained the underlying Kubernetes infrastructure for internal teams and customers, resulting in vastly improved system availability and performance.
- Implemented AI automation tools to streamline routine tasks, reducing manual intervention by 70%
- Utilized AWS, Terraform, and Finops technologies to optimize resource utilization and improve cost-effectiveness.

Apptio — Technology Business Management — Aug. 2019-Oct. 2023

Site Reliability Engineer II

- Administered global datacenter infrastructure, including hardware and software for virtualization and storage clusters.
- Created and managed the cloud-based Global Transit Network, providing core network routing for all service environments.
- Migrated core services from on-premises datacenters to the cloud, including customer authentication, DNS, and core networking.
- Technologies: Datacenter Colo, Virtualization, BGP, Cisco, Juniper, Gitops, Puppet, Ansible

Kannact Inc. — Diabetes Tracking and Management Solutions — Aug. 2018-June 2019

IT, Systems Administration and Consulting

- Safeguarded patient health information by adhering to and going beyond HIPAA guidelines to ensuring secure storage and management of PII
- Designed, implemented, and managed comprehensive network architectures for multiple offices, enhancing security and connectivity for call center operations
- Technologies: Windows AD, Office Networking, App Development

Open Dental — Open-Source Dental Practice Management Software — Apr. 2017-Apr. 2019

Software Engineering

- Developed user interfaces and business logic using C# and MySQL, enhancing usability and functionality.
- Implemented user authentication code following modern NIST security practices, ensuring robust data protection.
- Created automation for generating internal and customer-facing database documentation and version release notes, streamlining processes and improving efficiency.
- Technologies: C#, MySQL, Cryptography, OpenGL, DirectX

Education — B.S. Computer Science; Emphasis on Security — Graduated 2019

Oregon State University

- Capstone Project: Collaborated with a team from Hewlett Packard to develop and test a virtualization solution for existing hardware using containers and CI/CD pipelines, demonstrating the practical application of theoretical knowledge in real-world scenarios. Additionally, expanded my understanding of computer history through various coursework.

Skills

Full Stack Development and Engineering

Proven ability to architect, build, and manage full-stack services, from front-end user interfaces to back-end server logic, utilizing a variety of technologies including Kubernetes, CI/CD pipelines, automated testing, deployment strategies, global availability, fault tolerance, networking, and SLO/SLI monitoring.

Problem Solving

Skilled at quickly identifying and resolving complex issues, utilizing analytical thinking to develop effective solutions. Confident in troubleshooting and improving processes to enhance efficiency and performance.

Software Development

Demonstrated proficiency in software development across various stages, from initial design to production deployment. Experienced in working with both new and legacy codebases, ensuring seamless integration and scalability. Proficient in multiple programming languages and frameworks, allowing for rapid adaptation to evolving project requirements.

Technical

Platform Engineering
Kubernetes, Docker
Terraform, Ansible, Puppet
AWS, Azure, Digital Ocean, Linode
Prometheus, MySQL, PostgreSQL
Datacenter Hardware Administration
Prometheus, MySQL, PostgreSQL

Networking
Platform Engineering
Load Balancing, TLS, Autoscaling
DC+Multi-Cloud Networking
DNS, IPAM, BGP, IPSec
Security/Cryptography Primitives
Cisco, Fortinet

DevOps / Programming
Git, GitOps, Grafana, Argo CD
CI/CD Platform Automation
Golang, Python, C, C#, PHP, SQL, Shell
Yaml, Json, Jsonnet
OS: Debian, Centos, *nix, Windows