Kevin Nguyen - linkedin.com/in/kevin-nguyen-levantine

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I am considering positions for Software/Cloud/Systems/Site Reliability Engineer. At the start of my tech career, I left school to join a friend's startup company, and helped bring it to Series A funding. After that I moved onto another company where I further expanded my horizons and witnessed an IPO. As a hobby, I run a home lab at **Levantine.io** where I try out new technology and test concepts to learn new skills and hone existing ones. I also host one on one workshops where I introduce software engineering concepts to anyone interested in getting started in the field. Outside of tech, I am an advocate for Transit Oriented Development policies, fan of motor sports, and enjoy cooking, aquaponics, sporting clays, video games, and tabletop games.

SKILLS

- Cloud: **Amazon Web Services (AWS)**
- Programming: **Python (Flask + Django), Java (Spring Boot), Shell Scripting**
- Config Management: **Ansible, Salt Stack**
- Containerization: **Docker, Kubernetes, ECS**
- Infrastructure as Code: **Terraform**
- CI/CD: **Github Actions, Jenkins, Gitlab CI**
- Monitoring Logging Alerting: **New Relic, DataDog, CloudWatch, Splunk, PagerDuty**
- Secret Management: **ASM (KMS, ACM), Hashicorp Vault, Ansible Vault**
- Database: **MySQL + Percona XtraDB Cluster**
- Test Automation: **Selenium Java + Python Cucumber BDD**
- SCM: **Github, Gitlab**
- Others: **Linux Administration (CentOS, Debian), Ansible Tower, OPNSense, PFSense, Meraki, OpenVPN, WireGuard, Nginx, Apache, Splunk, Grafana, RabbitMQ, Postfix, SendGrid, CUPS, VMware ESXI, Nutanix, Data Center-Ops.**

WORK EXPERIENCE   Please also visit my portfolio at: Levantine.io

Systems Integration Solutions, Inc.   *Talent Staffing Services*   **Sunnyvale, CA**

Site Reliability Engineer - Contractor - *August 2024 – Present*

- **SRE for a client valued at over $3 Trillion.**
    - Monitoring, Alerting, Observability
    - Internal Tooling
    - Service Migration

BILL.COM *Finance Tech for Small and Medium Businesses*   **Palo Alto CA, San Jose CA**

Software Engineer II - Full Time - *July 2022 – August 2023*

- **Java Developer**
    - Create, expand, and debug internal tools.
    - Selenium Test Automation with Java.

Notable Achievements:

1. Wrote complicated test cases for a feature that involved multiple asynchronous steps that are often 4 – 36 hours apart. The selenium code base at the time did not have precedent set to handle cases like this so I implemented solutions to make future test cases like this possible.
2. Created an API for my team that satisfied our info-sec team's requirements which enabled us to use a tool that streamlines development and documentation.

Site Reliability Engineer - Full Time *- April 2019 – September 2022*

- **Site Reliability**
    - Participate in on-call schedules to troubleshoot and cross team deep dive production issues, filing incident reports and remediation plans to prevent the incident from occurring again.
    - Configure and manage monitoring, observability, and alerting.
    - Configure and manage hybrid cloud infrastructure.
- **DevOps**
    - Develop, maintain and troubleshoot various CICD pipelines
    - Develop, maintain and participate in the release process.
- **Data Center Technician**
    - Racking, wiring, and maintaining hardware in multiple data centers.

Notable Achievements:

1. Created an Ansible Tower template that simplified deployment of multiple microservices across different cloud and on-prem regions reducing hotfix deployment time from requiring 2 engineers 2 hours to deploy down to 15 minutes and one just one person to approve each check gate, reducing human error and increasing deployment confidence.
2. Wrote a python script that integrates with a deployment playbook to rotate AWS and On-Prem hosts in and out their respective load balancers eliminating downtime and by allowing connections to drain also eliminating potential for data inconsistencies.

TREEZ INC *Seed to Sale Compliant Cannabis Retail Solutions*   **Santa Clara CA, Fremont CA, Oakland CA**

DevOps Engineer – Contractor to Full Time *- September 2015 – February 2019*

- **Site Reliability**
    - Participate in on-call schedules to troubleshoot and deep dive production issues to maintain SLA.
- **DevOps**
    - Develop and maintain internal tools and processes to streamline development and releases.
- **Systems Administration**
    - Handle internal support needs such as provisioning laptops, servers, managing accounts, etc.
- **Field Technician**
    - Go onsite to customer retail locations to deploy and manage hardware and software as well as providing other basic customer support.

Notable Achievements:

1. Wrote a python script using the Boto3 library to perform a large VPC migration by collecting necessary metadata about each EC2 instance, backing each of them up to an AMI and redeploying them to another VPC saving anticipated hundreds of man hours.
2. Created a self-service portal that uses terraform templates to build fully functional environments using a few inputs that a Sales or Customer Success team member can plug in and quickly build an environment to demo or deploy. This enabled rapid sales and deployment.
3. Built a large internal library of scripts that performs health checks and auto restart or recover on important services which greatly reduced the number of incidents and customer complaints.

EDUCATION AND CERTIFICATION

AWS SysOps Administrator Associate   **2024**

AWS Certified Cloud Practitioner   **2020**

De Anza College   **2015 - 2017**

   Major: Computer Science

Evergreen Valley College   **2012 - 2015**

   Major: Computer Information Systems