

# Joseph L Ziegler

Phone: (541) 810-8545 • joseph@josephziegler.com

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## Objective

I am ready to learn new things and to make a difference in the world with today's computer systems. My ambition is to utilize my diverse background and technical experience to make a positive impact on my future career and the world.

## Experience

### *Lead Site Reliability Engineer*

#### **Sporttrade, Camden, New Jersey (Remote)**

**December 2024 - Present**

- Lead a team of 4-5 engineers responsible for designing, deploying, and maintaining cloud infrastructure.
- Spearhead the rollout of mission-critical applications using Terraform, Ansible, and Kubernetes to ensure scalability, reliability, and automation.
- Architect and implement infrastructure solutions that support high-availability services across multiple environments.
- Collaborate with cross-functional teams to streamline deployment pipelines and improve CI/CD processes.
- Provide technical mentorship to team members, fostering a collaborative and high-performing engineering culture.

#### **Uber Technologies, San Francisco, California (Remote)**

**June 2015 - November 2024**

### *Senior Site Reliability Engineer (March 2021 - November 2024)*

- Migrated core team-managed applications and services to a containerized environment in preparation for our large cloud native initiative.
- Converted standalone and containerized services to Kubernetes (EKS/GKE), reducing infrastructure costs by 25%.
  - Implemented centralized storage solution for Prometheus hosted in Kubernetes (Thanos).
  - Added various tooling and add-ons to Kubernetes to ensure proper metric visualizations, automatic deployment restarts, and scaling recommendations that can be used by various teams.
- Migrated services to use Terraform (IaC), reducing server/managed-service deployment times from hours to seconds.
- Owner of Bluecat DNS services within Uber's corporate infrastructure.
  - Designed and tested Uber's DNS disaster recovery solution end-to-end, ensuring DNS high-availability to all critical services globally.
  - Migrated Uber's entire corporate DNS infrastructure from VMWare to Google Cloud.
- Spearheaded critical service migrations from AWS to Google Cloud, ensuring minimal downtime.
- Re-designed CI/CD pipelines for teams using GitHub workflows, ensuring proper code testing, analysis, and seamless deployment to infrastructure.
  - Migrated 15-20 team repositories from BitBucket to GitHub Enterprise, ensuring zero downtime for application integrations with source control.
- Wrote Python and Bash scripts to automate team tooling
  - Created scripts to perform DNS configurations by using the BlueCat API.
  - Automated Elasticsearch index configuration.
  - Automated SFTP SSH key management with Python, used by 200+ employees/systems.
- Performed all duties of the Systems Engineer I and II role.

### *Systems Engineer II (August 2017 - March 2021)*

- Promoted to Senior Site Reliability Engineer.
- Owner of Corp Linux authentication.
  - Architected and implemented Uber's internal server authn/authz mechanism for all Linux systems, hardening Uber's security posture and saving hours of user configuration changes annually.
- Owner of the Puppet Enterprise configuration management solution, fine-tuning and scaling Puppet infrastructure consisting of a primary Puppet server and multiple compiler servers.
- Architected and implemented distributed enterprise applications serving 4,000+ engineers.
- Researched and implemented new services into our environment, eliminating time-consuming Puppet code modifications.
- Deployed high-impacting, robust, and highly-available services consisting of multi-region active-active clusters to ensure the lowest latency as possible for end-users.
- Mentored employees on other teams in an effort to provide potential career growth and a better understanding of the managed corporate services.
- Rewrote Puppet classes to scale with the growth of the server environment and to eliminate any potential manual configuration.

### ***Systems Engineer I (July 2016 - August 2017)***

- Promoted to Systems Engineer II
- Owned the deployment of web applications created by web developers using Puppet configuration management.
- Refined source code to improve efficiency, problem recurrence, scalability, and cleanliness.
- Deployed new applications created by software engineers into our corporate environment by configuring dedicated systems with Puppet Enterprise.
- Configured new and current HAProxy servers for load balancing and high availability for web nodes.
- Determined ways to improve our current Puppet code for future infrastructure growth and rewrite the Puppet code as necessary.
- Wrote custom Sensu checks and metrics for monitoring and alerting purposes.
- Administered internal systems including Puppet Enterprise, RabbitMQ, Sensu, Elasticsearch, Logstash, Kibana (ELK stack), Grafana/Graphite, Redis, Kafka, Stash/Bitbucket, Bamboo, OneLogin, Jira, and Confluence (Atlassian Suite).
- Managed 1000+ nodes spread across Uber's global corporate infrastructure using Puppet, which includes Ubuntu, CentOS, and Windows operating systems.

### ***Service Desk Technician II (June 2015 - July 2016)***

- Promoted to Systems Engineer I on the Site Reliability Engineering team.
- Provided tier 2 support for all of Uber's employees and contractors globally, which includes OS X, Windows, mobile devices, networking, remote support, and AV.
- Supported and used third-party IT services including Casper, Jira, CrashPlan, Confluence, ZenDesk, and Phabricator.
- Administered services such as Google Apps, LDAP, OneLogin, Duo Security, Jira, Casper, and other in-house created services.
- Led IT onboarding for all of Uber's new full-time employees weekly.
- Wrote bash scripts to automate tedious processes for LDAP additions, deletions, and modifications.
- Wrote weekly updates for the entire global service desk team, which includes all important changes, updates, and critical information regarding services we support.
- Created and designed projects, which affected all service desk teams globally to help streamline our ability to resolve tickets more efficiently and help scale with the company growth.
- Won the Most Valuable Person award for 2015 on the global tier 2 team.

### ***IT Resident***

#### **Google, Inc. Mountain View, California**

**August 2013 - June 2015**

The IT Residency Program (ITRP) was a two-year fixed-term program and is an immersion into end to end IT support at Google. An IT resident's core duty consists of facilitating Googler productivity through in-person support and root cause diagnostics. Our scope included Windows, OS X, Linux, ChromeOS, mobile devices, networking, remote support, software, and audio/visual support.

- Supported all Googlers in a front-line IT support role through a helpdesk and user-submitted tickets.
- Took on medium-sized IT projects, spending 8 to 10 hours per week on specific tasks, which impacted all Google campuses globally.
- Visited Google offices globally to support smaller offices requiring quarterly visits or larger offices when short-staffed.
- Worked with other teams such as Network Operations, Windows Service Team, Linux Service Team, and many others to diagnose, troubleshoot, and repair issues causing downtime for employees or resulting in site-wide outages.
- Led a global initiative project, impacting all Google offices globally relating to Google's conference rooms.

### ***IT Technician***

#### **Simplexity Health, Klamath Falls, Oregon**

**January 2011 - July 2013**

Managed the entire IT infrastructure including servers, workstations, networking routers and switches, and PBX phone system. I dealt with many operating systems including Windows (XP, Vista, 7 Server 2003, Server 2008), Mac (OS X Lion), and Linux (Ubuntu Desktop, Ubuntu Server, Mint, and Fedora).

#### **Technical Skills**

**Operating Systems:** Windows, Linux (Ubuntu, Ubuntu Server, Debian, CentOS/Rocky), and MacOS.

**Other Technical Skills:** Puppet Enterprise, Puppet DSL, Puppet Bolt, BlueCat DNS, Kubernetes, Terraform, ELK Stack, Sensu, OneLogin administration, Networking, VMWare ESXi, Nagios, LDAP, Google Apps for Business, Git, CI/CD, Vagrant, Bash, HAProxy, Kafka, Redis, AWS Services (EC2, ALB/NLB, EFS, S3, & Route 53), Docker/containerization, Google Cloud, and Nginx.

#### **Education**

*Oregon Institute of Technology*

**Information Technology, Application Development**

**2008-2013**

Bachelor of Science

*Umpqua Community College*

**Computer Science**

**2005-2008**

Transfer Credits

- Student Body Activities Director, 2007
- Student Body Senator, 2006