

Joseph L Ziegler

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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

Uber Technologies, San Francisco, California

June 2015 - Present

Senior Systems Engineer, Corp Site Reliability Engineering (March 2021 - Present)

- Migrate core SRE-managed applications and services to a containerized environment in preparation for a large cloud native initiative.
- Perform all duties of the Systems Engineer I and II role.

Systems Engineer II, Corp Site Reliability Engineering (August 2017 - March 2021)

- Promoted to Senior Systems Engineer.
- Owner of Corp Linux authentication.
- Owner of the Puppet Enterprise configuration management solution, fine-tuning and scaling Puppet infrastructure consisting of a Puppet master and multiple compile masters.
- 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, Corp Site Reliability Engineering (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.
- Lead 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) is 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), and MacOS.

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