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Enthusiastic technologist who believes in high ownership and learning by doing. I came to this field through genuine passion, starting on a help desk and working up to engineering. Always looking for the next challenge, I've worked from Windows to Linux, networking to full stack, bare metal to serverless, desktop support to devops, traditional business to startups. I hope I can use my experience and passion to benefit you.

Experience

C# | ASP.NET | TypeScript | Firebase | Google Cloud Project | Shell automation | GitHub | Terraform | GitHub Actions/Workflows | Kubernetes | ArgoCD | AWS | SAML | REST | Ubuntu Linux | Windows Server

Finvari

Operations Tech Lead - March 2025 to current

- **IT Management**
  - **Onboard** new workers, **offboard** former workers, ensure **SOC2 Compliance** in all processes, and offer support ranging from **operating systems and software to hardware**.
  - **One man shop**, **plan for scalability** and consistency in every process. Support **rapid growth** of our startup while **controlling costs** and keeping a high standard of worker experience.
- **SOC2 Compliance**
  - Bring company through the **Type 1 and Type 2 SOC2** audit compliance processes.
  - Drive consistency in meeting these requirements over time while **balancing other work requirements**.
- **Operations Engineering**
  - Facilitate business operations by **implementing new systems and integrations**. Custom engineer **serverless TypeScript functions** and **Bash scripting** to address specific needs.
  - Wear many hats. Quickly pivot focus to meet business needs. Build everything from **administrative automation**, to **environment setup scripts**, to **payment platforms**.

Redfin

Pipeline Engineer - July 2022 to Jan 2025

- **Continuous Integration**
  - Drive safe, reliable test and build conditions for enterprise applications using **GitHub Actions** and **Workflows**.
  - Write **shell** scripts for **Ubuntu Linux** build platforms. Minimize cost by leveraging and supporting a **self-hosted GitHub runner** fleet.
  - Manage legacy **Jenkins** platform with goal of sunsetting and upgrading all build environments to GitHub for faster iteration and higher reliability.
  - Maintain diverse knowledge to support all Redfin build possibilities: **Springboot Java**, **NPM**, **Typescript**, **Python (Poetry)**, **Docker**, **iOS**, **Android**.
- **Continuous Deployment**
  - Support and develop deployment via a **GitOps philosophy**, leveraging **ArgoCD**. Support legacy deployments via **Spinnaker**.
  - Maintain **Helm** chart taking an opinionated stance on what k8s should look like at Redfin, while still supporting all business-critical needs and options.
  - Diagnose **Kubernetes** issues in a high-ownership, time-sensitive production environment.
  - Scale **AWS** and provision resources such as self-hosted runner **EC2s**, and **Artifactory** via **CloudFormation**. Focus on cost-savings and right-sizing at all times.
- **GitHub Enterprise**
  - Implement disaster-safe production **GitHub Enterprise** via **Hashicorp Terraform**.
  - Deliver instant user provisioning and **IAM** by connecting **Okta** to GitHub team IdP push groups, flowing downstream from **Workday**.

- o Automate chores, focusing on **Keeping The Lights On (KTLO)** reductions with **GitHub Issue Templates**, guiding end-users through self-service admin.

Senior Systems Development Engineer - Oct 2018 to July 2022
- **Full Stack Engineer**
  - o Build **C#** integrations automating back-end business operations. Write **ASP.NET** web applications to provide UIs for back-office HQ workers, abstracting APIs from **Google**, **Amazon**, **Workday**, **Salesforce**, **Zendesk**, **Kaseya**, **Active Directory**, and **OpenAI**.
  - o Provision and support EC2 **Windows servers** running automation via scheduled tasks, and web tools on **Microsoft IIS**. Provision projects in **Google Cloud Project**.
  - o Maintain **Microsoft SQL** logging and app database. Interact with **PostgreSQL** production database to support field operations in real-time.
  - o Write all levels of **HTML**, **Javascript**, and **CSS** to support web tools, including **static websites**, **ASP Web Forms**, and **server-side rendered** dynamic UIs.
- **Standards & Protocols**
  - o Implement solutions at the protocol level, focusing in all cases on low-cost open standards. Build and support **SAML 2.0** in-house **SSO** app connecting over 80 service-providers. Build custom **REST API** abstractions to meet business needs. Develop **SOAP API** calls against **Workday** and **Salesforce**. Provision users via **SCIM**.

Commerce Bank of Washington

Senior Technical Operations Analyst – March 2015 to Oct 2018
- Drive smooth operations with custom **Microsoft Access** desktop applications.
- Support physical **Windows servers**, **VMWare servers**, and **AWS EC2s**. Manage **Cisco networking** hardware. Handle responsibilities such as **telephony** and the bank **website**.

Help Desk – June 2014 to March 2015
- Provide **desktop and network support** to office workers.
- Field **call escalation** to support bank customers.

Selected Projects
- **Issue Factory (November 2024)** — Leverage issue templates and GitHub Workflows to automate YAML manipulation and to replace placeholder keywords with the Atlantis commands necessary to manipulate Terraform state. Use this dynamic documentation to guide end-users with minimal platform experience to self-service GitHub administration changes. This project reduced chore processes for the Redfin Pipeline team from a day of labor down to no more than an hour.
- **Library Migrations (June 2024 to October 2024)** — Migrate apps from Jenkins to GitHub Workflows. Leverage reusability and modularity of the Workflows, such as reusing elements of Redfin's Java CD workflow to create Java Image artifacts within the same workflow with different input parameters.
- **Okta Migration (Dec 2022 to Feb 2023)** — Migrate 80 SSO apps from in-house SSO to Okta, including custom assertions to match varying SAML 2.0 compliance.
- **Partner Coordinator SMS Tool (June 2019 to Feb 2020)** — Build and support real-time text messaging cloud application deployed across national operation spanning multiple offices. Functionally, this project meant cloning Google Voice and delivering custom functions that the team needed to operate well.
- **Company Wiki Tagging Tool (March 2019 to August 2019)** — Design integration to sync user information from HR source of truth to company wiki, granting necessary access by role and location.
- **2FA Provisioning Tracker (March 2018 to August 2018)** — Build tool that uses a USB barcode scanner to input multi-factor authentication device ID into company database, allowing customer service to handle delivering hundreds of tokens to customers without error.

Volunteer Activity
- Webmaster, Cougar Crew Alumni Association   July 2014 to Present
- Mentor, Community Data Science Workshop   2015 and 2016 sessions