

Ross Reed

ross@rossreed.io

815-543-4296

140 M St. NE #355

Washington, DC 20002

Skills & Proficiencies

- Linux System Administration
- Amazon Web Services
- Open Source Technologies
- Disaster Recovery
- Web-Scale Infrastructure
- Automation

Work Experience

Kit Check, Inc., Washington, DC

DevOps Engineer

March 2015 - Present

Technical Engineer responsible for:

- Maintaining and developing Chef infrastructure code for all new and existing services and applications
- Complete management of AWS infrastructure utilizing technologies such as CloudFormation, VPC, EC2, S3, ElastiCache, CloudFront and RDS
- Writing automated configuration and deployment scripts using BASH and Ruby
- Environment wide site reliability engineering

Cloudistics, Inc., Reston, VA

DevOps Engineer

December 2014 – March 2015

Technical Engineer responsible for:

- Managing all internal server, networking, and other IT infrastructure
- Utilizing Ansible to develop a reliable automated software deployment system
- Building a reliable, redundant infrastructure using OSS in a datacenter environment

The MIS Department, Inc., Washington, DC

Systems Administrator; DevOps Engineer

January 2013 – November 2014

Embedded employee at the Democratic National Committee responsible for:

- Ensuring 100% uptime for mission critical applications on election day
- Designing and implementing an automated software deployment system to facilitate rapid code deployment and continuous integration utilizing technologies such as EC2, Auto Scaling, S3, CloudInit, Jenkins CI, and Puppet
- Building and maintaining a highly available, scaling infrastructure for all DNC web properties, such as pollingplaces democrats.org, www.iwillvote.com, and www.commit2vote.com
- Regularly advising the engineering team on how best to architect their cloud-based applications for scalability, high availability, and cost optimization

Obama For America, Chicago, IL

IT Support Lead; Advance & Special Events IT Support

May 2011 – January 2013

Managed the national IT Support team by:

- Implementing methodologies to improve end user support
- Managing end-user perceptions and building strong internal relationships
- Evaluating metrics to gauge service quality and issue resolution
- Building a qualified Help Desk team through innovative hiring and training techniques
- Implementing policies and procedures regarding the identification, resolution, and documentation of problems

Provided on-the-ground support for presidential debate preparation locations, debates, and the 2012 Democratic National Convention by:

- Directly supporting the President's senior advisors and all on-site campaign staff
- Executing complete build-out and tear-down of all work spaces and network equipment

Education

Information Technology: Information Assurance and Security

Illinois State University

Normal, IL

Sept 2006 – May 2011