





# MICHAEL MARQUEZ

SOFTWARE ENGINEER / DEVOPS ENGINEER

## CONTACT

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## EDUCATION

B.S. Network & Communications Management

**DeVry University**

2002 - 2007

## SKILLS

Python  
Clojure  
Bash  
Docker  
Kubernetes  
Terraform  
Ansible  
Vagrant  
PostgreSQL  
Amazon Web Services (AWS)  
Google Cloud  
Linux (Ubuntu, Debian, Alpine)  
Selenium (Python)

## SUMMARY

I am a passionate, highly adaptable, and customer-focused software and DevOps engineer with 15 years experience operating large scale systems, developing backend software for distributed systems, leading teams, and supporting customers.

I am a firm believer in continuous improvement. I am constantly striving to improve my skills and foster team cultures that do the same. I find great joy in simplifying complex systems and creating great user experiences for anyone who interacts with my work.

## WORK EXPERIENCE

### CircleCI (7 years)

**Software Engineer**

**June 2021 - December 2022**

- Wrote and implemented a region-based IP blocking system allowing the company to adhere to legal compliance guidelines.
- Maintained backend micro service responsible for orchestrating customer builds. Written in Clojure and relied on PostgreSQL, MongoDB, Redis, and RabbitMQ.
- Worked on database reliability initiative which successfully and safely removed 500+ GB of data from PostgreSQL Database reducing costs and with minimal downtime.
- Assisted with migration of code to adhere to Hexagonal Architecture improving quality of life working within the code base.
- Converted micro service to use Kubernetes Horizontal Pod Autoscaling improving reliability and reducing costs with no impact on service quality

**Senior Release Engineer**

**June 2017 - June 2021**

- Responsible for creation and release management for CircleCI's "behind the firewall" enterprise offering, CircleCI Server.
- Created and maintained scripts allowing customers to deploy CircleCI Server into private cloud environments (AWS, GCP, and customer owned infrastructure.)
- Created a maintained scripts and configuration allowing customers to use internal or external deployments of third party software IE PostgreSQL, MongoDB, Redis, RabbitMQ, etc...
- Created a CI/CD pipeline for CircleCI Server including frontend UI and API testing using Terraform, Python, Ansible, and Selenium.
- Worked closely with and provided support to Solutions Engineering team and customers, troubleshooting issues and deploying features to meet demands of both.
- Worked and coordinated a large cross-team initiative to migrate CircleCI Server from using Docker Compose to Kubernetes.

**Site Reliability Engineer**

**September 2015 - June 2017**

- Redesigned and deployed CircleCI's Mac and iOS build infrastructure in 3 months
- Managed image creation, deployment, and networking for Mac hardware fleet
- Managed scaling of virtual machines for Linux builds
- Worked with customers to create Docker images for CircleCI 2.0 upgrade

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## WORK EXPERIENCE

### Linode (2 Years)

**Site Reliability Engineer**

**May 2015 - September 2015**

- Responsible for administering a fleet of over 3,000 servers spread across 8 cities across the world.
- Routinely checked systems monitor and corrected any issues that may arise. Took preventative action when possible.
- Wrote scripts to automate tasks to make fleet maintenance easier and more efficient.
- Planned and executed deployment of Salt Stack across server fleet.
- Deployed key infrastructure for newest datacenter located in Frankfurt, Germany.
- Reignited weekly meeting and analysis of work in progress to streamline work flow.

**Senior Customer Support**

**August 2014- May 2015**

- Supervised a team of 20 Support Associates ensuring quick resolution of customer issues.
- Escalation point for difficult or unsatisfied customers.
- Onboarded and mentored new hires ensuring full comprehension of job responsibilities and systems.
- Created training material and performed technical and product training.
- Worked with federal agencies on fulfilling subpoena requests in a timely fashion.
- Created a support dashboard system using ruby-based dashing.io to display key metrics on displays in support office.
- Completed administrator training and was made on-call administrator and given root privileges to server fleet.

**Customer Support Associate**

**December 2013- August 2014**

- Provided product and Linux systems administration support to customers via phone and ticket system.
- Assisted customers in resolving issues with Apache, Nginx, MySQL, DNS, networking, etc...
- Completed managed training granting access to customer servers for advanced assistance.
- Chosen by Operations Department to fly to datacenter in Dallas, Texas to install and configure hardware for new company offering.

### Deloitte (5 Years)

**Technology Support Services Analyst**

**September 2007 - May 2012**

- Provided hardware and software support for 5 offices across NY/NJ to minimize downtime and meet service level agreements.
- Delivered technical assistance, training, and asset deployment for new hire events; on-boarding 500+ new employees per event.
- Contributed and maintained knowledge base support articles for enterprise Service Desk software used by support staff nationally.
- Appointed mobile device expert for Northeast Region working closely with carriers to resolve customer issues.
- Member of National Gen Y council working closely with senior leadership to develop firm-wide talent strategy.