

# 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

### *Systems Engineer I, Corp Site Reliability Engineering*

#### **Uber Technologies, San Francisco, California**

**July 2016 - Present**

Systems Engineer I on the Tech Services, Corp SRE Team. Our mission is to ensure a durable approach to engineering for all corporate systems through proactive design, automation, and metrics.

- Solve problems relating to mission critical services and build automation to prevent problem recurrence.
- Deploy new applications created by software engineers into our corporate environment by configuring dedicated systems with Puppet Enterprise.
- Configure new and current Haproxy servers for load balancing and high availability for web nodes.
- Determine ways to improve our current Puppet code for future infrastructure growth and rewrite the Puppet code as necessary.
- Write custom Sensu checks and metrics for monitoring and alerting purposes.
- Administer 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).
- Manage 900+ nodes spread across Uber's global corporate infrastructure using Puppet, which includes Ubuntu, CentOS, and Windows operating systems.

### *Service Desk Technician II*

#### **Uber Technologies, San Francisco, California**

**June 2015 - July 2016**

Provide 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.
  - Visited offices in Denmark for a quarterly visit to support users, replace / install networking equipment, and manage the office's asset/equipment inventory.
  - Spent three months in Dublin, Ireland as part of an office rotation, supporting Googlers in-person and remotely.
- 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.
  - Collected Google's conference room grades for Google's offices opening for business by creating SQL-related scripts every week.
  - Reached out to project managers and technicians at all of Google's sites in an effort to have a more efficient way of grading and collecting room grades.

### *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), MacOS, ChromeOS, and Android.

**Other Skills:** Puppet Enterprise, ELK Stack, Sensu, OneLogin administration, Networking, VMWare ESXi, Nagios, Active Directory, LDAP, Google Apps for Business, Git, Fabric, Vagrant, Bash, and Nginx.

**Certifications:** Google Certified Associate - G Suite Administrator (04/2016 - 10/2017)

### 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