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Marshal Currier

SKILLS

Skilled Site Reliability Engineer is looking to expand his career with aspirations of becoming a Director of IT. His skills include Incident Management, Site Triage, Logging and Monitoring (Elk, Prometheus and Grafana, Splunk and DataDog), Training Experience and People Management. He has reported to VP level and performed Director Level activities.

EXPERIENCE

GEICO, Remote Az – *Sr/Lead Site Reliability Engineer*

OCTOBER 2022 - Current

- Helped implement, support and consult for new cross cloud platforms.
- Implemented the first SRE team at GEICO.
- Interviewed, hired and trained a new SRE team.
- Director and Executive level communications establishing needs and plans to implement SRE.
- Managed SRE team goals, metrics and personal development.

USAA, Phoenix Az – *Research and Development*

APRIL 2020 - JUNE 2022

- Implemented logging and monitoring with ELK, Prometheus, Datadog and others.
- Reduced Mean Time To Detect and created support documents to reduce Mean Time To Resolve.
- Created Product Readiness Review for applications being introduced to the production environment.
- Worked with Business Teams to establish Service Level Objectives.
- Worked with Product Development to maintain Service Level Objectives.
- Made decisions regarding company resources impacting logging, monitoring and alerting.

American Express(OnX), Phoenix Az – *Sr. Site Reliability Engineer*

MARCH 2019 - APRIL 2020

- Managed SRE for a \$147m payment platform.
- Responsible for maintaining 99.999% Service Level Objectives.
- Worked directly with VP (Executive Communications) and product development teams.
- Focused on efficiency regarding logging, monitoring, alerting and incidents.

PayPal, Scottsdale Az – *Site Reliability Engineer*

OCTOBER 2012 – MARCH 2019

- Located in the Command Center his responsibility was to respond to incidents and restore service.
- Responsible for all customer facing interactions (payment, website, mobile and POS).
- Engaged with Product Development for Post Mortem activities.

EDUCATION

Mesa Community College, Mesa Az – *Computer Information Systems*

- Computer Programming – Javascript, PHP, Python, Java and C++
- Linux System Administration
- Cisco Networking Fundamentals
- Internet and Web Development
- CompTIA A+ Certificate

Personal Development, Chandler Az – *Self Driven*

- Computer Programming – Python, NodeJS and Java
- Web Development – JavaScript, HTML, Bootstrap, GitHub React and CSS
- Databases – MongoDB, Elasticsearch and MySQL
- Logging and Monitoring – ELK and Prometheus/Grafana

SPECIAL PROJECTS

USAA

- Created Dashboards for new application teams in Kibana and Grafana.
- Worked with Business Teams establishing applications being introduced to the production environment in order to facilitate a smooth transition.
- Wrote documentation for Product Readiness Review and application onboarding for new applications being introduced to production.
- Standardized Service Level Objectives.

AMERICAN EXPRESS

- Trained new Site Reliability Engineers.
- Participated in managing the budget available for logging, monitoring and alerting.
- Managed new Site Reliability Engineering Team to assist applications in the Product Readiness Review.
- Managed shifts and on-call rotation for Site Reliability Engineering Team.

PayPal

- Wrote the PayPal Integration test beds for REST/SOAP/NVP
- Reduced Mean Time to Acknowledge for PayPal Production Incidents by adding an audible alert to the alert dashboard (from 15min to 3min response).
- Created tools for PayPal SRE to restart groups of machine pods.
- Created scripts to remove troublesome pods from traffic.