2201 W Palomino Dr
Chandler, AZ 85224
(480) 735-8451
MarshalCurrier@GMail.com

Marshal Currier

Results-driven Site Reliability Engineer specializing in observability engineering. Experienced in building scalable monitoring, logging, and tracing systems using tools like Prometheus, Grafana, and OpenTelemetry to enhance system reliability and performance. Passionate about driving automation, improving incident response, and contributing to operational excellence. Eager to leverage expertise and grow into leadership roles to deliver even greater value to the organization.

NOTABLE SKILLS

- Experienced with Director/VP level communications
- Coding - Python/Flask/SwaggerAPI/others
- Docker Containerization for Kubernetes Deployment
- K8s Monitoring (Grafana OSS Stack/ELK/Splunk/others)
- Linux Administration
- Systems Design for Observability
- Training for Incident Management/Triage and Remediation

Skills in Development

- CKA Cert - Certified Kubernetes Admin
- AWS Certified Solutions Architect
- Machine Learning and AI Models

EDUCATION

Professional Highlights, Chandler Az — *Self Driven*

- Full Stack - Python, Flask, Postgres, Bootstrap
- Grafana OSS (LGTM) - Dashboards, Alerting, Mimir, Exporters
- Incident Management - Triage, RCA, Postmortem, Automation & Remediation
- Docker & K8s - App development, Architecture and Deployment

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

EXPERIENCE

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

OCTOBER 2022 - Current

- Actively participated in the design and implementation of Grafana OSS.
- Built API/UI for On Prem servers Observability Service Discovery.
- Interviewing and training a new SRE team.
- Director and Executive level communications.
- Managed SRE team goals, metrics and personal development.

USAA, Phoenix Az — *Research and Development*

APRIL 2020 - JUNE 2022

- 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.

SPECIAL PROJECTS

GEICO
- Lead effort to create consolidated observability and monitoring platforms
- Built Service Discovery for Grafana OSS stack for legacy services.
- Automated dashboard and alerting creation for Grafana.
- Managed SSO on automated platforms across the observability plain.
- Standardized Service Level Objectives.

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 implementing 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.