

# Vivian Ta

[ta.vivian@gmail.com](mailto:ta.vivian@gmail.com)

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## Objective

A DevOps Engineer seeking a position where I can utilize my creative mind and skills to create productive work.

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## Summary of Qualifications

- 6+ years of experience with computer networking, troubleshooting, and administration.
- Experience with Windows 7, AD, MS Office, Ubuntu, Centos, RedHat, OSX, Ansible, Chef, Bash, Docker, and more.

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## Work Experience

### Avvo, Inc.

**2/2016 – Present**

#### *DevOps Engineer*

- Automating setup of new nodes and maintenance of current nodes for Cloudera Hadoop cluster via Ansible.
- Experienced with deployment of Docker in production environments using orchestration tools like Rancher.
- Configured monitoring for various apps and tools using Nagios and Datadog.
- Spinning up working environments with complex VPC rules in AWS with Terraform.
- Experienced in AWS tools such as EC2, Route53, IAM, S3, RDS, etc.
- Maintaining in-house MySQL and Postgresql infrastructure.
- Utilizing Chef for server maintenance and configuration management.
- Instrumental in execution of building out internal logging platform via Elasticsearch, Logstash, and Graylog.
- Troubleshooting issues related but not limited to Jenkins, AWS, Cloudera Hadoop, and NGINX.
- Familiar with agile practices and JIRA, also played occasional Scrum Master role.

#### *Lead Help Desk Specialist*

**10/2013 – 2/2016**

- Provide end-to-end corporate IT support to 150+ Windows and Mac users.
- Responsible for planning, organizing, and executing entire office move to new location including but not limited to A/V setup, network planning/setup, reconfiguring of servers, designing the IDFs and server room, and etc.
- Single-handedly planned, organized, and executed migration of all users to cloud SSO provider Okta.
- Implemented SCCM 2012 R2 as company's imaging and client management platform.
- Successfully migrated 100+ users to the Office 365 suite via GPO and ODT within first month of employment.
- Single-handedly planned, organized, and executed migration of entire company's on-prem VOIP system to a hosted VOIP solution.
- Responsible for planning and management of satellite office boardroom A/V services installation.
- Key player in planning and ensuring move of Sales dept. to satellite office was flawless with near-zero downtime.
- Responsible for delegation of issues/requests to tier 1 technicians and resolving any escalations in return.
- Implemented internal ticketing system and policies while simultaneously creating corporate equipment system.

### Seattle Children's Hospital under contract with Denali Advanced Integration

**4/2013 – 10/2013**

#### *Desktop Support Technician*

- Responsible for supporting over 5,000+ employees at the multiple locations that Children's owns.
- Acquired extensive experience with troubleshooting of machines in a Citrix-based environment (PCs & VDIs).
- Provided break-fix support for a range of devices such as Dell Desktops, Dell laptops, HP printers, mobile devices such as the Android, iPhone, Windows phone, iPads, and MS Surfaces.
- Provided high quality and quick responses under pressure in the operating rooms and for senior level administrators of the hospital.
- Performed logical troubleshooting of department specified job duties and assigned to the appropriate teams when work from them was necessary.
- Worked with vendors on getting third-party software working on network and building custom Windows 7 images when needed.

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## Education

### University of Washington

**9/2007 – 12/2011**

*Bachelor of Arts in International Studies Asian Studies & Chinese*