

AMY MAAS

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Sandy, UT

SUMMARY:

- Long time DevOps/SRE/Infrastructure Engineer with roughly 18 years of experience leading and supporting SaaS platforms, cloud implementations, and effective operations automation. Innovative leader with a record of accomplishment in delivering high availability system performance using both leading-edge and legacy automation tools to monitor, maintain and upgrade systems securely and efficiently. Detail oriented.
 - **Infrastructure as Code (IaC)** – Terraform, Helm Charts, Puppet, Kubernetes, Chef, Ansible, AWS related scripting, GCP, AWS expert, CloudFormation
 - **Scripting and Programming** -- Bash, PERL, C++, Java, Python. Terraform, Helm, Puppet, Chef, Ansible
 - **Search and Data** -- Kafka, Cassandra, MySQL, MongoDB, Solr, Storm, RDS, Aurora, ElasticSearch, Redis, other KV stores, RabbitMQ, ActiveMQ, Zookeeper, PostgreSQL
 - **Deployment & CI/CD** – Kubernetes, EKS, GKE, Docker, Jenkins, Artifactory, Heroku, Rundeck, Helm, Git, GCR. Experience with a very wide range of CI/CD, deployments, and software. Git, SVN, and Artifactory
 - **Compliance** – FEDRAMP, SOC 2, PCI, Security Industry Experience, HashiCorp Vault, k8s Secret Management, Audit/Remediation cycles. Nessus/Tenable, Burp Suite, Acunetix, HackTheBox
 - **Observability** -- Splunk Enterprise & Operator, Nagios, PagerDuty, VictorOps, Grafana, New Relic (as a user), Kibana, Sumologic

ADDITIONAL SKILLS:

- SaaS, AWS Expert, Kafka expert, GCP, IaC & Terraform, Cloud Platforms, Kubernetes, Cybersecurity & Compliance, DevOps Automation, Testing, Maintenance, CI/CD, Troubleshooting, Databases, NoSQL, Networking, Linux, Customer Support, Site Reliability, Infrastructure Engineering

EXPERIENCE:

Ultraviolet Cyber/Adobe Senior IAC Engineer (contract)

May 2025 - Jul 2025

(Senior)

Responsibilities:

- Terraform programming expert
- Contract to provide Hashicorp Vault support

Tools: Terraform, Vault, Claude Code (AI)

Milestones, Inc Developer (part-time)

Apr 2025 - Jun 2025

Responsibilities:

- Contract position, I can't really discuss much due to a NDA
- Was an AI company focused on using existing tools for new things
- Company is no longer in existence

Tools: ElevenLabs, DigitalOcean, home LLM instances, various AI tools, AI related planning

Xenter Inc, Draper, UT Kubernetes Consultant (contract)

Dec 2024 - Dec 2024

(Consultant)

Responsibilities:

- Contract position, early stage start-up
- Main goal was oversight, secondary goal was to work projects and provide guidance for projects
- GitOps managed Kubernetes infrastructure, somewhat similar to Taulia's infrastructure

Tools: Kubernetes, infrastructure design and planning, GitOps, SpiceDB, Postgresql 16, Kafka, helm charts, Github Actions

Professional Development Further Education in Programming

Jan 2024 - Feb 2025

Achievements:

- edx / Geoga Tech online course series: "Computing in Python"
- Udemy course on advanced Terraform usage, Confluent series on modern Kafka architecture
- Authored another CI/CD pipeline (Bash, Python, Terraform)

Taulia Inc, Cottonwood Heights, UT

Aug 2022 - Jul 2023

Sr DevOps, Cloud Infrastructure Team

(Senior)

Responsibilities:

- Assigned to the Cloud Operations team in an extremely up-to date GKE/GCP based FinTech company.
- Deployed Splunk Enterprise & Operator throughout most of the organization, performed software testing to identify best practices to use with an immature OSS project.
- Worked on resource problems and predictions with GKE for a 100% Kubernetes environment.
- Authored Helm charts and Terraform modules for IaC.
- Compliance related automation and scripting, OKTA integration and auditing

Tools: Professional services & software vendors, Advanced Kubernetes features, Terraform, HashiCorp Vault, CI/CD, Helm Charts, GitOps, MySQL, k8s operators, Splunk Enterprise, Splunk Operator, Splunk Connect/fluentd, ArgoCD integrations, Jenkins, ActiveMQ, Ingress-Nginx, GKE, SOC2 compliance, GCP, Strimzi (K8s Kafka), Okta

Elementum Ltd, Lehi, UT

Dec 2021 – Aug 2022

Sr Site Reliability Engineer I

(Lead)

Responsibilities:

- I ran all operations for a large legacy EOled SaaS product after Elementum laid off a remote office.
- Short term job.
- Managed a 200 person workload through extensive use of SRE techniques. Intimate work with EKS, Docker, everything Kubernetes, cost analysis, and being incredibly underhanded.
- Managed around 1200 virtual machines using Chef, additionally operated at least 4-6 heavily loaded EKS clusters
- Managed around a 1/3rd of a million dollars/ month worth of AWS services

Tools: Vendor coordination, Kubernetes, Chef, EKS, Artifactory, Docker, Vault, Jenkins, Terraform and infrastructure importation, Zabbix, Salesforce Tableau, GitLab, Boomi, VictorOps, Sumologic, Palo Alto Networks VPNs, AWS Aurora, AWS Enterprise, ElasticSearch, Postgresql, AWS resource management & billing, compliance, incident triage and more

Proofpoint, Draper, UT

Apr 2017 – Aug 2021

Site Reliability Engineer, Infobus JAB Development Team

(Lead)

Responsibilities:

- DevOps/SRE Responsible for InfoBus, a Kafka + Internal Java software stack that ties together Proofpoint's email products.
- *This was a position of technical leadership.* I was responsible for all operations for Infobus
- SME for Kafka and Cassandra!
- Automated and scripted huge numbers of things ranging from compliance and information gathering to maintenance tasks and deployment pipelines in order improve reliability.
- Supported large scale production environments in AWS and a Multi Datacenter environment.
- FEDRAMP compliance and AWS GovCloud.
- Delegation, management, and training tasks.

Tools: AWS, Puppet, Apache Kafka, Cassandra, Kerberos, Apache Storm, Terraform, Rundeck, Lots of programming in Bash, GovCloud, FEDRAMP compliance, Grafana, Prometheus, Kibana, Tenable scans, GitOps, CloudWatch, Lambda functions, RabbitMQ, parallel-ssh, Nagios, Cloudformation, Idapd, sssd, around 50 AWS products, incident triage

Details:

- Worked to deploy a FEDRAMP compliant environment.
- Large amounts of programming (25% of the job based on time spent)
- Delegated tasks and realigned workloads - minor people management
- In charge of Operations of a huge database cluster and the JAB team's software
- Used parallelization and automation techniques to work with huge database clusters, as well as numerous other tasks like automating maintenance, compliance, and more

YP.com aka Yellow Pages, Glendale, CA

Aug 2015 - Oct 2016

Sr DevOps Engineer

(Senior)

Supported a search operations development team building Big Data and Java/Tomcat-based applications for a cloud based searchable business directory.

Responsibilities:

- Worked with Solr, feeding, deployments, bug reports, software management.
- Leveraged New Relic and Splunk expertise to help website and application owners manage production site issues
- Created automation using Ansible. Wrote programs to automate redundant, routine tasks.
- Site Reliability – created a heuristic to fix signal to noise problems in New Relic based fault reporting to eliminate false positives

Tools: Git, Apache Solr, New Relic, ElasticSearch, Ansible

Nixle LLC and Nixle, an Everbridge Solution, San Francisco, CA

Feb 2014 - Jun 2015

Sr Admin, DevOps, Network Admin, Office IT

(Lead)

Responsibilities:

- Led the DevOps for an late-stage start-up developing a real-time community alert system with the ability to send text messages, from police, fire departments, municipalities and utilities to the community with a single web interface.
- Ran the networking and websites for a year and a half and introduced and implemented work processes, monitoring tools, and automation to improve system reliability and security. As a result, troubleshoot and repaired mail clusters, VMs, IPSEC; managed restore and backup procedures.
- Managed python based non-containerized microservices and mod_python.
- Developed scripts for automatically deploying backup VMs to AWS, developer VMs that ran on VirtualBox on developer laptops.
- DBA for a complicated MySQL database upgrade - MySQL 5.0 to 5.6 as well as other needed changes
- Led the migration to AWS due to high colocation costs

Tools: AWS, Cisco ASAs, VMWare, VirtualBox, datacenter, Python, MySQL 5.0, MySQL 5.6, PowerMTA, Postfix, django, mod_python, build processes for C based software, Django, IPSEC, Puppet, RoR, GlusterFS, JMeter, Heroku, SMS/MMS, incident triage

Mandiant Corp, Redwood Shores, CA

Sep 2012 - Feb 2014

MCIRT Sysadmin

(Mid level)

Responsibilities:

- Used Puppet Configuration Management to manage fleets of experimental antivirus products.
- These days this is called Site Reliability Engineering.
- Wrote a monitoring program to alert the system and sysadmins of bad snort rules.
- Customer support for embedded devices and network troubleshooting in datacenters globally.
- Wrote a tech support manual for an incoming tech support team.

Tools: Puppet, GitOps, Snort, malware and adversary training, Network troubleshooting, Nagios, Splunk, AV sandbox results, MongoDB, Customer service

InMotion Hosting, Marina Del Rey, CA

Feb 2009 - Sep 2012

WC Datacenter and Network Lead

(Lead)

Responsibilities:

- Built out and managed the West Coast data center, including its network administration.
- Oversaw email and phone customer support, LAMPs expert
- Re-cabled a data center with copper plenum, redesigned the network topology, and got hands on network admin experience
- Wrote switch management software in PERL
- Monitoring and observability
- Customer Support escalation point

Tools: LAMPs, PHP, PERL scripting, Cisco, Juniper, Dell Powerconnect, Apache, Nginx, ethernet cabling, Technical support final escalation point (customer service), MySQL, Cpanel, Vendor and subcontractor coordination, datacenter inventory systems, security and incident response (esp DoS), Rackspace

Alchemy Communications, OC3 Networks, Thought Convergence, Dreamhost, LBCSDC, AWR, Los Angeles, CA

Jan 2003 - Jan 2009

IT, Tech Supp/Cx Svc, NOC tech, Datacenter admin, Jr DBA, and Jr Programmer (intern)

Responsibilities:

- I worked a number of jobs earlier in my career that don't need their own entries. While I started in the software industry around 2003 as a Jr Programmer for AWR (testing the viability of getting their software working under linux), I wasn't continuously employed by the tech industry until 2008.
- A few other things: Asterisk/VOIP for Badercom and Squid Proxy for Nonlintec

EDUCATION:

Some college, no degree - Connecticut College & Long Beach City College

- Connecticut College - Computer Science (up to and including Data Structures and Algorithms and Computer Organization and Assembly Language at CSULB)
- Long Beach City College - Computer Information Systems & certification courses

CERTIFICATION COURSES: CCNA 1-3, Network+, Oracle PL/SQL

USEFUL ONLINE COURSES: Computing with Python, Kafka Security (SSL SASL Kerberos ACL)

INFLUENTIAL BOOKS: Learn Kubernetes Security, Confluent's Kafka Architecture video series, The Web Application Hacker's Handbook, SparkFLOW series, Kingpin, The Watchman, Ghost in the Wires, The Cuckoo's Egg