

AMY (DAVID) 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

Responsibilities:

- Contract to provide Hashicorp Vault support
- Terraform programming expert

Tools: Terraform, Vault

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, Draper, UT Kubernetes Consultant (contract)

Dec 2024 - Dec 2024

Responsibilities:

- Contract position, early stage start-up
- Main goal was to provide guidance and oversight, secondary goal was to work 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 Sr DevOps, Cloud Infrastructure Team

Aug 2022 - Jul 2023

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: 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
Sr Site Reliability Engineer I****Dec 2021 – Aug 2022****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: 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 and more

**Proofpoint, Draper, UT
Site Reliability Engineer, Infobus JAB Development Team****Apr 2017 – Aug 2021****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, and around 50 AWS products

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 regularly test the functioning of a ~200 machine-cluster, as well as numerous other tasks like automating maintenance, compliance, and more

**YP.com aka Yellow Pages, Glendale, CA
Sr DevOps Engineer****Aug 2015 - Oct 2016**

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 – addressed severe problems with the website performance error reporting process. Developed a heuristic to fix signal to noise problems in New Relic's fault reporting. As a result, the process eliminated tens of thousands of false or inconsequential errors to reveal the actual problems providing traction and helping the engineers remediate the issues.

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

**Nixle LLC & Nixle, an Everbridge Solution, San Francisco, CA
Sr Admin, DevOps, Network Admin, Office IT****Feb 2014 - Jun 2015****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, troubleshot 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 - performed a major upgrade from MySQL 5.0 to 5.6. I also switched a number of table engines to improve backups and drastically improve performance.
- 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

Mandiant Corp, Redwood Shores, CA
MCIRT Sysadmin

Sep 2012 - Feb 2014

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
WC Datacenter and Network Lead

Feb 2009 - Sep 2012

Responsibilities:

- Built out and managed the West Coast data center, including its network administration.
- Oversaw email and phone customer support, LAMPs expert
- Recabled a data center, redid the network topology, and got a lot of hands on network administration 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, MySQL, Cpanel, datacenter inventory systems, security and incident response (esp DoS)

Various earlier roles, Los Angeles, CA
Various titles

Prior to Jan 2009

Responsibilities:

- I worked at a number of jobs earlier in my career that were technical but don't need their own job entries. The positions were, in no order: IT, NOC tech, Datacenter admin, Jr DBA, Technical Support and a Jr Programmer internship in C++
- Alchemy Communications, OC3 Networks, Thought Convergence, Dreamhost, LBCSDC, AWR

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

CERTIFICATIONS:

CCNA 1-3, Network+, Oracle PL/SQL

USEFUL ONLINE COURSES

Computing with Python, Kafka Security (SSL SASL Kerberos ACL), others