

MITCHELL E. NIELSEN

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TECHNICAL SKILLS

Certifications: Red Hat Certified Systems Administrator (RHCSA)

Tools and Programming Languages: Docker, Kubernetes, Helm, Ansible, Jenkins, GitLab CI, AWS, Packer, Python, Golang

PROFESSIONAL EXPERIENCE

GE Transportation, Sr. DevOps Engineer

August 2018 – Present

- Responsible for unifying build, deployment, and infrastructure configuration toolsets and methodologies across a suite of multi-million-dollar commercial applications by working alongside developers and system administrators
- Developed the build and release environment for cloud-native application teams by leveraging Docker, Gitlab CI, Kubernetes, and Helm in order to provide reliable, consistent pipelines for teams to adopt without lengthy startup time
- Converted existing on-premises Jenkins instances with freestyle jobs to Docker-based pipelines in the cloud with pipeline as code, allowing for greater flexibility and reliability of the pipelines and improved pull request validations
- Integrated Checkmarx, SonarQube, and Aquasec analysis tools to pipelines for four major applications by leveraging official CLI tools and embedding them in Docker images for flexible, reusable pipeline stages to ensure quality and security of our products
- Actively developing and maintaining a dashboard solution built on InfluxDB, Grafana, and Python to collect data from Jenkins, Github, Rally, Checkmarx, and SonarQube to build meaningful dashboards that drive team insights and collaboration
- Installed Ansible Tower for the onsite infrastructure team to more effectively manage and triage their hosts and guests, assisting with best practices for configuration structure and versioning, testing roles with Molecule, and creating roles in a modular and shareable format with Ansible Galaxy
- Provided insight to application teams' branching strategies after extensive research into best practices for different types of software teams, advocating trunk-based methodology for true continuous integration and more seamless developer contributions
- Communicating progress of application teams along the DevOps journey to upper management to ensure that the portfolio of applications is effectively leveraging shared toolsets and developing efficiently

GE Transportation, Digital Technology Leadership Program

July 2016 – July 2018

- *Rotation 4: Cloud Architect* - Enabled \$991,000 in cost savings by migrating the Manufacturing Execution System to the cloud for a locomotive engine manufacturing plant, responsible for web and app server migration along with build and deploy automation using Chef, Jenkins, AWS EC2/S3/ELB, and Python
- *Rotation 3: Field Services Technical Product Manager* - Reduced network management costs by \$182,000 in 4 months by coordinating the removal of network hardware from customer service centers, providing sites with a 5-10x improvement in connectivity while reducing the company's technology footprint through an LTE implementation
- *Rotation 2: Supply Chain Technical Project Manager* - Created build and release automation with Jenkins for a Windows-based Manufacturing Execution System in use at a locomotive engine factory, enabling multiple releases to production per day along with infrastructure monitoring in New Relic
- *Rotation 1: DevOps Engineer* - Supported the build and release process for a commercial software development team by integrating and automating web security scanning and managing microservices through the company's IoT platform, Predix, using Jenkins, Bash scripts, and Arachni

Apple, Technical Support Advisor

May 2013 – December 2013

- Communicated effectively with over 90 customers per week to address all questions regarding iPhones, iPads, and other Apple devices and services using unique problem solving and critical thinking skills, analyzing technical requirements and implementing client needs by utilizing internal support software
- Maintained a 96% customer service rating during a full course load, expanding listening and troubleshooting skills to uphold the company's unprecedented ranking as a customer service program

EDUCATION

Master of Science in Information Systems and Operations Management

May 2016

University of Florida: *Hough Graduate School of Business*

GPA: 3.85 / 4.00

Bachelor of Science in Business Administration – Information Systems

May 2015

University of Florida: *Heavener School of Business*

GPA: 3.88 / 4.00