

MURRIEL GRACE PEREZ

systems architect and devops engineer

Long Beach, CA 90806 | 310-773-8112 | murriel@murrielgrace.com | www.murrielgrace.com

career objective

Empower organizations and teams to achieve their goals by architecting and implementing technical solutions, building reliable and scalable infrastructure, and solving challenging problems.

technical experience

Certifications

Network Plus; Linux Professional Institute (LPI) Certificate (renewal pending); Amazon Web Services (AWS) Solutions Architect Professional, Project Management Professional (PMP - ID# 2946581)

Environments

Amazon Web Services, Heroku, Azure. Vendors: Rackspace, MediaTemple, Dreamhost, Digital Ocean. MS Windows Server, Windows Desktops. Mac OS X. Linux: Ubuntu, Debian, CentOS. VMWare, Hyper-V, VirtualBox.

Skills

DevOps Engineering: Vagrant, Docker, Jenkins, Terraform. Amazon CloudWatch, Rollbar, New Relic, Papertrail. Systems/Network/Database Administration. Database: MS SQL Server, MySQL; PostgreSQL, RDS, Amazon Aurora. Email: MS Exchange, Qmail, G Suite; SendGrid, Mandrill; DNS/Active Directory; Django; Drupal, Jekyll; RESTful Web Services. Crystal Reports; Apache, NGINX, IIS. Nagios. Wireshark; VPN; VPC, VLANs; Aruba, Meraki, Cisco, SonicWALL. G Suite, Office 365. PowerShell, Bash. Documentation, Proposals; Training. Jira/Confluence. Agile/Scrum, Project Management.

professional experience

DevOps Engineer, Mindshow

01/17- 06/18

Lead DevOps Engineer at an early-stage virtual reality startup. Architect and deploy scalable production infrastructure for backend web services on AWS. Manage CI/CD and configuration management tools, and participate in systems architecture discussions. Create and manage deployment pipeline for Django backend web application. Test and release production Unity application builds on Steam. Manage external development teams and lead internal team as scrummaster. Oversee internal corporate infrastructure, including Active Directory servers, Jenkins, Plastic SCM and Perforce, backups, software licenses, and development tools. Work closely with Unity engineers, artists/designers, QA, product, and user support teams to develop and support tools and services.

IT Manager, Mars Air Systems

08/11 – 01/17

Build and run newly created IT department and oversee all IT infrastructure in the organization, working with the executive team to ensure that business needs and goals are supported by the software and hardware systems in place. Actively manage and deploy Windows and Linux servers, network hardware, phones, databases, SAP Business One ERP system, and websites. Ensure uptime and availability of corporate IT systems and customer-facing websites and web applications, address and triage mission-critical outages and routine end-user support requests. Source and manage outside vendors and contractors, hosted services and service providers, and manage department expenditures and purchasing. Research and recommend best practices and new technologies, analyze feasibility of proposed projects and long-term initiatives.

Principal IT Consultant, XNOW

04/06 – 09/11

Build IT consulting practice, providing managed services and IT consulting to companies in various industries, including: technology solution providers and system integrators; medical/dental; real estate/mortgage; arts, music, media, entertainment, and publications; non-profits; credit unions/financial; engineering, construction and architecture. Manage software development projects and business process reviews.

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Systems Engineer, Insight Video Net

02/08 – 11/08

Manage and execute onsite nationwide software and hardware installations of in-car video, digital video security and video content management systems and databases, including project management, systems architecture, software installation, configuration, training, and technical support, primarily for law enforcement, public sector, local government and educational organizations.

Systems Administrator, Tonari

04/02 – 04/06

Architect, build and maintain cloud-based and on-premise Linux and Windows infrastructure for customers of a boutique IT managed service consultancy. Act as principal on-call and onsite system administrator for outsourced IT departments (both interim and permanent), and build/maintain server infrastructure for managed web and email hosting services. Lead and manage software development projects, including requirements analysis and systems design. Started role as junior systems administrator and ended as lead systems administrator and consultant.

accomplishments

DevOps Engineering and Software Development

- Evaluate and implement DevOps tools for configuration management and continuous integration, including Jenkins, Terraform, Docker, and Salt.
- Create IAM users, roles, and policies in AWS for managing and securing access to resources.
- Architect and configure VPCs, EC2, ELB/ALB, RDS, Elasticache, DNS, Certificates on AWS for 4-tier application environments.
- Implement Vagrant, VMWare, and Hyper-V virtual environments as development sandboxes for testing and training.
- Implement git-based version control for internal code assets, setup workflows and change/configuration management processes.
- Source and manage external software development teams for customer-facing web applications; manage application lifecycle; gather requirements and create user stories, architect web application infrastructure, define deployment process, setup issue tracking systems, manage testing process and software releases.
- Automate system administration tasks, software deployments, and technical processes using Bash, Batch, and PowerShell scripting.
- Create and document application deployment processes and maintain systems and infrastructure documentation
- Work with development team to deploy an automated serverless video processing pipeline using Lambda, S3, Sendgrid, and Elastic transcoder.

Systems, Network, and Database Administration

- Manage SAP Business One ERP system. Plan and roll out major SAP version upgrades, manage 3rd party add-ons, perform database tuning and maintenance, manage users, licenses, and permissions, train users and providing best practice recommendations, develop customizations to optimize workflow.
- Architect, deploy and maintain on-premise and cloud-based Linux and Windows server and network infrastructure, from initial business needs assessment phase through implementation. Including: Windows Server, RedHat, Ubuntu, Debian, CentOS servers; Windows desktops; network, printers, databases, video security system, phone system, and mobile devices; Apache, NGINX, BIND, Qmail and Courier-IMAP.
- Design, implement, and maintain MySQL, PostgreSQL and MS SQL Server databases; analyze data needs and create on-demand and ad-hoc reports for email delivery, Crystal Reports, Excel, SSRS, and SAP B1 built-in Query Manager. Setup maintenance plans, perform archives and migrations. Write queries.
- Configure and deploy wireless networks including captive portals, guest and corporate access, RADIUS authentication. Experience with Bluesocket, Cisco, Aruba, Motorola, and Meraki, including installations at the Laguna Seca raceway and Ala Moana hotel (HI).
- Implement video recording solutions in the field, including configuration of IP cameras, video encoders, network video recorders, in-car mobile video systems, and video storage systems; perform training and handoff to internal IT departments and respond to follow-up support requests.
- Define backup and disaster recovery strategy; maintain and monitor onsite and offsite system backups; review logs and alerts.
- Design network security solutions, including firewalls, anti-virus, content filtering, VPN; setup performance and health monitoring using LANSweeper and NAGIOS.
- Coordinate and execute major systems and network upgrades and migration, including migration of DSL network providers for 50+ customer sites, Windows domain upgrades, 3+ upgrades of AIX-based Symitar system for a financial institution.
- Provide technical support and training for end users and other technicians in demanding environments; perform troubleshooting, prioritizing critical or production-affecting issues, communicating with stakeholders and ensuring customer satisfaction.

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Leadership and Business Systems Analysis

- Build and manage newly created IT Departments based on corporate needs; develop long term technology strategy; evaluate new technologies and tools to assess future benefits for the company, plan infrastructure upgrades, project cost analysis, and review of software, hardware, and licensing requirements.
- Analyze business processes and architect technology solutions based on business priorities, reducing time, cost and targeting user's pain points.
- Write customer proposals and RFPs for web development, hardware, software and network services based on analysis of client or internal needs and processes, generate business and technical requirements and determine project costs and resource needs.
- Create classroom-based, online, and one-on-one training programs for external and internal end users and technicians of all skill levels, develop curriculum and documentation including business systems software procedures, industry whitepapers, Excel training programs, and enterprise application training.
- Represent corporate and volunteer organizations at trade shows booths.
- Coordinate community and mentorship events, including: coding workshops, industry panels, youth mentorship programs, and hackathons.
- Implement IT project management systems; use Agile and Waterfall processes; roll out asset management, time tracking, and trouble ticket systems; provide weekly status updates and moderate long-term IT project planning sessions with the executive team, lead short and long-term projects.
- Source and manage technology vendors and service providers, negotiate contracts, coordinate purchasing of hardware, software, and services.
- Create systems documentation and diagrams, work with HR to create process and policy for on/off boarding employees, develop vendor and manufacturer rep on-boarding process, and create information systems usage policies.

community affiliations

Managing Director, Girls in Tech LA

6/14 – 07/15

Lead and develop Los Angeles Chapter of an international mentorship and community-based non-profit. Recruit and manage 5-10 person leadership team, 50+ active volunteers, and 1000+ member community. Define LA Chapter's strategic vision; develop processes and setup project management and collaboration tools; create local mentorship programs through partnerships with Girl Scouts, USC, and corporate sponsors. Director of Business Development & Events 12/11 – 06/14.

Coach / Mentor

Mentor for Girls Build LA 2017. Coach/mentor for RailsGirls LA 2015 Ruby on Rails workshop, Hack for LA Youth Hackathon, 9 Dots After School Program, Iridescent Technovation App Development Challenge, Senator Holly Mitchell's STEM/STEAM community expo, and other community programs.

Speaking Engagements

Victorious Beachside Chats: Tech Careers Panel – July 2016
KPCC Women in Technology - September 2015
Silicon Beach Fest, Women in Tech: Actionable Advice to Change the Ecosystem (Moderator) – Jun 2015.
Wonder Women Tech: Tech Careers Panel (Moderator) – Feb 2015.
ASUG B1 Summit: Customer Panel – Sept 2014.
USC Fireside Chat with Lina Chen of Nix Hydra Games (Moderator) – Sept 2014.
Silicon Beach Fest, Women Developers Panel (Panelist) – Nov 2012.
STEM In LA Mixer, Guest Speaker: The Importance of STEM Education – Feb 2012.

educational background

ICTP Technical Training: Systems and Network Administrator Program

University of California, Berkeley. Bachelor of Arts.