

Alexander S. Corey

Los Angeles, CA | acorey07@gmail.com | 619-955-0175

[LinkedIn](#) | [Portfolio](#) | [GitHub](#)

TECHNICAL SKILLS

- **Programming Languages:** Python
- **Version Control:** Git
- **Development Tools:** Visual Studio Code (VSCode), GitHub
- **Monitoring:** Grafana, Datadog, Kibana, Splunk, OpsGenie
- **Other:** Linux, CI/CD, Jira, Confluence, Documentation, Incident Response

PROFESSIONAL EXPERIENCE

Mercury Insurance

February 2023 - Present

Senior Network Operations Center Engineer

- Managing production incidents for a top 20 U.S. insurance company using tools such as SolarWinds, AppDynamics, and Splunk
- Identifying and proposing process improvements in areas such as incident response and documentation

ServiceTitan

August 2021 - October 2023

Network Operations Center Engineer

- Worked closely with the Site Reliability/Infrastructure team to document/take over the global release process; worked on five major release deployments with a U.S. and Armenia based NOC team
- Created more than ten runbooks related to major and minor release processes and trained other team members on these tasks for a \$9 billion SaaS startup that caters to plumbers and electricians
- Managed daily deployments of hotfixes for monolith and microservice deployments, using Github, TeamCity (CI/CD), Microsoft Azure and Kubernetes
- Performed rollback of code to last known good in cases where critical issues were caused by code or configuration changes
- Identified production issues using observability tools such as Grafana, Datadog, OpsGenie and log analysis tools such as Kibana

Omnitracs

December 2016 - August 2021

Network Operations Specialist (2019-2021)

- Monitored a mix of on-premises and cloud infrastructure using VMware vSphere, AWS CloudWatch, OpsGenie, and legacy custom built tools
- Performed initial troubleshooting of Linux, Windows, and OpenVMS systems

Associate Network Operations Specialist (2016-2018)

- As part of a 24/7 NOC, worked closely with engineering and support teams to minimize production impact to trucking customers for a leading fleet management software company
- Updated a ten week onboarding document and skills matrix to include new tools such as Datadog

EDUCATION

University of Nevada, Las Vegas: Bachelor of Arts in Computer Science

August 2020

California State University, Northridge: Bachelor of Arts in Journalism

May 2015

CERTIFICATIONS

Amazon Web Services: AWS Certified Cloud Practitioner

Cisco: CCNA Routing & Switching

CompTIA: A+, Network+, Security+

PeopleCert: ITIL Foundation