
ALEXANDER DIEHL

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[LinkedIn](#)

Senior Platform Engineer

Systems Engineering – Cloud Computing – Process Improvement

Enthusiastic Senior Platform Engineer offers 13 years' experience delivering high quality solutions to technical problems by designing service infrastructure, investigating operational issues, and amplifying capabilities of worldwide engineering teams. Skillfully automates robust infrastructure and service deployments to improve developer experiences for staff. Scouts for opportunities to improve availability and performance of systems by applying insights from monitoring and observation of intricate data systems. Ensures service stability and reliability by partnering with application owners to set SLOs, "Error Budget", and backup and DR strategies.

KEY COMPETENCIES & SKILLS

SYSTEMS ARCHITECTURE & DIAGRAMMING • IT STRATEGY • CLIENT RELATIONS • TEAM MANAGEMENT • HIRING • TRAINING • MENTORING
RESEARCH • REPORTING • WRITING DOCUMENTATION • SOFTWARE ENGINEERING • CI/CD • IaC • AWS • GCP • AZURE
GO • PYTHON • TYPESCRIPT • PHP • BASH • REDIS • MYSQL • NOSQL • REST • gRPC • DNS • LAN & WAN
DOCKER • KUBERNETES • CDN • OBJECT STORAGE • HYPER-V • VMWARE • ESX • LINUX • UNIX • WINDOWS

PROFESSIONAL EXPERIENCE

SLALOM BUILD, SEATTLE, WA

10/21 – PRESENT

SENIOR PLATFORM ENGINEER (07/22 – PRESENT): Advocate for industry best practices in projects' planning phase. Architect, diagram, and define body of work for technical solutions. Delegate implementations of defined technical solutions while considering broader context and scope of tasks. Balance client work with internal company expectations and development. Create and demonstrate technical documentation and training materials for clients. Deliver presentations on technical subjects of expertise to promote best practices.

- IaC: Terraform + CDKTF, CloudFormation + CDK, CloudPosse Atmos
- CI/CD: GitHub Actions, BitBucket Pipelines, BuildKite, Jenkins
- Languages: Go, Typescript, Python, Ruby
- Award: Build Together (2023) for translating a project vision into a roadmap and guiding implementation

PLATFORM ENGINEER (10/21 – 07/22): Deliver high quality implementations and documentation relating to secure build and deployment automation, infrastructure as code, and logging & monitoring solutions. Estimate individual task complexity within a sprint and collaborate with client and consulting teams to meet project milestones.

TEKSYSTEMS, SEATTLE, WA

07/21 – 10/21

SYSTEMS ARCHITECT: Architected, executed, and load tested migration of enterprise ElasticSearch cluster to OpenSearch resulting in a 10% reduction of operational costs while maintaining expected performance.

BREAKBEAT TECHNOLOGY, SEATTLE, WA

09/20 – 07/21

AWS DEVOPS CONSULTANT: Assist clients with infrastructure and automation tasks and capacity planning to streamline enterprise workflows, improve cost savings, and resolve issues with customer SaaS production systems. Utilize Terraform, Ansible, Docker, and public cloud providers. Develop initial systems architecture and implementation, cost reduction measures, address issues with scaling, and migration from traditional hosting providers to public cloud. Apply pragmatic site reliability engineering principles to projects to ensure milestones are achieved within timelines and in budget.

Reduced monthly costs for client on AWS account 15% rewriting existing CDK stack for public government website

- Outlined new product development proposal and budget in partnership with customer
- Coordinated product architecture and tested software controls in data stores prior to deployment
- Added external data center connectivity and serverless functions to automate intake form delivery

Improved streaming platform's site response times 300% by implementing application-level monitoring

- Drafted project details and goals and presented outline to operations team for approval
- Optimized inefficient database queries from front end with operational support
- Enhanced customer IaC to implement EC2 auto-scaling and scheduled scaling based on traffic patterns

AMAZON WEB SERVICES, SEATTLE, WA

07/16 – 08/20

DEVELOPER SUPPORT ENGINEER (06/18 – 08/20): Spearheaded data driven system configuration projects to improve developer support experience and resolve long standing operational issues. Wrote code samples and programming tutorials for PHP and Go developer communities. Used version control services to submit and review code changes to fix bugs. Resolved code-related issues faced by external and internal customers utilizing AWS SDKs for PHP and Go.

Streamlined support systems by creating rule set framework for issues and pull requests from 30+ GitHub repositories

- Coordinated 7 development teams to find common ground on how to resolve aging issues
- Implemented high level logic including workflow, labels, messaging, logging, and timing for auto-closures
- Automated report generation based on KPIs and core metrics for operations teams

Boosted company profile by offering additional out of scope services to customers

- Researched company service offerings and compared against client needs
- Provided customers with functional code samples to aid in testing and final deployment
- Demonstrated correct usage of AWS SDKs to customers accelerate program implementation

OTHER RELEVANT EXPERIENCE

GEEKS WHO SPEAK, SEATTLE, WA

VOLUNTEER SOFTWARE ENGINEER

09/22 – Now

AMAZON WEB SERVICES, SEATTLE, WA

CLOUD SUPPORT ENGINEER

02/17 – 06/18

AMAZON WEB SERVICES, SEATTLE, WA

CLOUD SUPPORT ASSOCIATE

07/16 – 02/17

SOFTLAYER, DALLAS, TX

CLOUD SUPPORT ARCHITECT

08/13 – 07/16

ALERT LOGIC, HOUSTON, TX

SECURITY APPLIANCE ADMINISTRATOR

11/12 – 08/13

TRUEWATER, HOUSTON, TX

TECHNICAL GURU

11/11 – 09/12

WHAT A DIEHL, WACO, TX

COMPUTER & NETWORKING EXPERT

10/08 – 11/11

CERTIFICATIONS

COMPTIA: NETWORK+ (2010), SECURITY+ (2008)

GOOGLE CLOUD: PROFESSIONAL CLOUD DEVOPS ENGINEER (2023)

EDUCATION

TEXAS STATE TECHNICAL COLLEGE, WACO, TX

ASSOCIATE OF APPLIED SCIENCE – NETWORKING & SYSTEMS ADMINISTRATION

TEXAS STATE TECHNICAL COLLEGE, WACO, TX

ASSOCIATE OF APPLIED SCIENCE – NETWORK SECURITY TECHNOLOGY