

MICHAEL LEE

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WORK EXPERIENCE

GitHub, Inc.

SF Bay Area, CA (Remote)

Board Member, OctoAsians (GitHub's API ERG)

June 2022 – Present

- Organize marketing and events planning, boosting ERG internal engagement and awareness
- Cultivates relationship with executives, apprising them of ERG priorities and achievements
- Support APAC market development via cultural guidance, market research, and leadership
- Foster belonging, allyship, and education through community involvement and fundraising
- Establish channels facilitating professional skills development and career advancement

Support Engineer, Enterprise & Premium

June 2021 – Present

- Partner Certified in GitHub Actions, GitHub Advanced Security, and GitHub Administration
- Provide SME guidance for GitHub Advanced Security for GitHub Enterprise Cloud/Server
- Lead on incident management on security incident response and service degradation
- Advise on code vulnerability resolution with CodeQL code scanning SAST analyses
- Consult on dependency/package supply chain security patching with Dependabot
- Instruct on automated dependency review and enforcement with GitHub Actions
- Coach vulnerability awareness and remediation with GitHub Advisory Database
- Create and maintain customer canned responses and categories in Zendesk
- Prescribe secure secret management with secret scanning alerts/push protection
- Troubleshoot GitHub Enterprise Server appliance (Debian-based) related issues
- Ship documentation/knowledge base improvements for GitHub products and services
- Train new hires on Code-to-Cloud and Code Security product area expertise and skills
- Guide on automating all your DevOps workflows with GitHub Actions CI/CD pipeline
- Identify trending issues for task handling prioritization and problem management execution
- Coordinate product and feature release readiness with cross-functional teams for supportability

Facebook, Inc.

Menlo Park, CA (Remote)

Enterprise Support Tech

April 2020 – June 2021

- Support MDM-enabled (MobileIron Cloud) end-user devices running Apple iOS and Android
- Submit CRs/feedback for product improvement by dogfooding tools, platforms, and services
- Troubleshoot Chef-managed fleet of 90,000+ clients - Mac OS X, Windows, Fedora, Ubuntu
- Close ~600 tickets a month with clear & effective communication throughout support cycle
- Collaborate with engineering and XFN teams globally to drive IT support excellence 24x7
- Identify trending issues eliminating bottlenecks in processes and managing incidents
- Lead Diversity, Equity, & Inclusion effort to educate others on biased terminology
- Utilize internal tools and Bash/PowerShell scripting to automate routine processes
- Provide technical on-boarding/ramp-up for new hires and interns during orientation
- Ensure highest level of customer focus and collaboration to handle issues or incidents
- Guide users through recommended virtualization conventions on Citrix and VMware tools
- Iterate on consumptive tasks through automation, self-service solutions, and user education
- Administrate software installs/licenses not limited to Adobe Creative Cloud, Office 365, etc.
- Manage objects and attributes using Microsoft Office 365 admin and Azure Active Directory
- Advise on best practices using cloud storage solutions like Dropbox, Google Drive, OneDrive

Cloudflare, Inc.

San Francisco, CA

Technical Support Engineer

February 2019 – April 2020

- Advise for DDoS mitigation and preventative measures against cyber attacks / vulnerabilities
- Utilize Zendesk, JIRA, Git (BitBucket), Confluence, G-Suite, and Trello to manage workflow
- Troubleshoot highly technical issues relating to DNS and other networking-related issues
- Collaborate with a highly and global technical engineering team to provide 24x7 support
- Provide SME guidance for Cloudflare Stream, an agile managed VOD delivery platform
- Provide SME guidance for overall Cloudflare Data & Analytics usage (ClickHouse/SQL)
- Recommend caching best practices using the #1 ranked performant CDN in the world
- Instruct on web app configuration for Unix / Linux (Apache, Nginx), Windows (IIS), etc.
- Action on 3200+ ticket touches on a monthly average through technical support lifecycle
- On-board customers at the Enterprise-level using the #1 ranked DNS provider in the world

- Investigate issues with CLI tools: cURL, MTR / traceroute, dig, openssl, tcpdump, nmap, etc.
- Analyze logs with Kibana, Grafana, and SQL to optimize security, reliability, and performance

Fast Enterprises, LLC.

Sacramento, CA

Implementation Consultant

August 2017 – January 2019

- Consult as point of contact at industry standards/policies to optimize infrastructure w/ agile
- Configure VB.NET, SQL Server, and Windows Server full stack for California State EDD
- Utilize ticketing system to report, document, and track analyzed business process changes
- Empower clients to be self-sufficient by teaching them to configure and utilize the application

Western Washington University

Bellingham, WA

Systems Administrator

December 2015 – June 2017

- Maintain FreeBSD/Debian servers with FreeRADIUS, PostgreSQL/MySQL, LDAP for 7000+ nodes
- Manage VLAN subnets with DHCP, BIND-DNS, Rsyslog, Wireshark, CPI, Nagios, IPTables
- Host mission critical web services with Nginx reverse proxy secured using Let's Encrypt certs
- Deploy server and workstation OS and software configuration with Puppet and Windows GPO
- Automate system processes using Python and Bash to increase maintainability
- Took lead on documentation via DokuWiki to improve knowledge transfer and processes
- Provide 2nd tier support/training for junior IT support to provide technical support
- Update systems by using configuration management best practices
- Managed IT hardware/software lifecycles according to business needs

Western Washington University

Bellingham, WA

Senior Help Desk Consultant

September 2013 – December 2015

- Provide IT support in-person, phone, email, and VoIP for 20-50 end users per day on avg.
- Troubleshoot: printer, AV equipment, PCs (MacOS/Windows/Linux), phones (iOS/Android)
- Manage ticket tracking and resolution via Dell KACE K1000
- Attend IT management meetings to coordinate change management
- Took lead on technical documentation for knowledge base for IT processes

FREELANCE & CERTIFICATIONS

- Coalition of Asian Pacifics in Entertainment (CAPE USA) Research Fellow – August 2022 to Present
- Mechademia Information Technology Fellow – July 2022 to Present
- GitHub Advanced Security certified through PSI – Completed in March 2022
- GitHub Enterprise Administration certified through PSI – Completed in January 2022
- GitHub Actions certified through PSI – Completed in September 2021
- HashiCorp – Vault Associate certified through PSI – Completed in February 2022
- Google – Data Analytics Certificate Specialization – Completed in January 2022
- GitHub Actions: Working with GitHub Actions in the Enterprise certified through PSI – Completed in September 2021
- Google – G Suite Administrator Fundamentals certified through Coursera – Completed in October 2018
- Google – IT Support Professional Certificate Specialization – Completed in September 2018
- Launched various websites using AWS EC2/S3/CloudFront/Route 53/LightSail technologies – 2014-2018
 - Tools of Trade: WordPress, GitHub Pages, Jekyll, Nginx, Git, SSH, PuTTY, VMWare, PHP
- CCNA Home & Small Business certified through Cisco Networking Academy – Completed in July 2013
- CompTIA A+ certified through Central Kitsap High School CTE program – Completed in April 2013
- Volunteer for several non-profit, for-profit, and community causes & organizations since 2007

EDUCATION

MANAGEMENT INFORMATION SYSTEMS (MIS)

BACHELOR OF ARTS, BUSINESS ADMINISTRATION

Japanese Minor | E-Commerce Development Certification

Western Washington University, College of Business & Economics - Bellingham, WA

Cum Laude

Honor Roll

COMPUTER SCIENCE (CS)

BACHELOR OF SCIENCE

Western Governors University - Salt Lake City, UT (Remote)