Josh Menzies

DevOps Engineer

Babylon, NY (631) 332-4945 Jmenzies722@gmail.com LinkedIn

Professional Summary

Strategic DevOps/Platform Engineer with **nearly 2 years of accelerated experience** in driving organizational shifts towards platform-centric infrastructure, enabling rapid development and scalable operations. Proven ability to **reduce deployment times by 20%** and **decrease incident detection by 40%** by leveraging expertise in AWS, Kubernetes, Terraform, GitLab CI, and Datadog. Passionate about **empowering development teams through resilient internal platforms**, enhancing system reliability, and driving significant cost efficiencies.

Skills

Cloud Platforms: AWS (EC2, S3, RDS, VPC, IAM, CloudWatch, Lambda, API Gateway)

CI/CD & Version Control: GitLab CI, Git

Containerization & Orchestration: Kubernetes (including OKD), Docker, Helm

Infrastructure as Code (IaC): Terraform, AWS CloudFormation

Monitoring & Observability: Datadog (APM, RUM, Synthetics, AppSec), Grafana, Prometheus, OpenTelemetry

Scripting & Programming: Python, Bash, Go

Operating Systems: Linux (Ubuntu, CentOS), Windows Server, rsyslog

Databases: PostgreSQL, MySQL

Experience

Nectar Services Corp.   **Feb 2024 - Present**
DevOps Engineer   Jericho, NY

- **Championed and helped transition existing DevOps practices towards a Platform Engineering model**, significantly enhancing overall developer experience through streamlined workflows and self-service capabilities.

- **Engineered and optimized robust CI/CD pipelines** using GitLab, **reducing deployment times by 20%** and establishing a reliable, automated release process for multiple applications.

- **Implemented advanced observability strategies** utilizing OpenTelemetry, Datadog RUM/synthetic monitoring, and **managed container orchestration on Kubernetes (including OKD)** , **decreasing incident detection time by 40%**.

- **Enhanced application security** by integrating Datadog AppSec and custom WAF rules within the CI/CD pipeline, protecting critical services and environments.

- **Developed and standardized** cloud infrastructure provisioning with Terraform, **reducing manual setup time by 25%** and ensuring configuration consistency across environments.

- **Engineered a secure, self-service software distribution platform** for developers using AWS Lambda, API Gateway, IAM, and S3, enabling streamlined access to critical JAR/EXE files.

- **Established centralized logging for VoIP infrastructure** by configuring rsyslog to securely transmit call logs via TLS to AWS S3, **enabling deeper insights into call performance** and operational health.

- **Proactively optimized** AWS resources, achieving **10% cost savings** through continuous monitoring and strategic resource allocation adjustments.

-   **Nov 2023 - Feb 2024**
System Support Engineer   Jericho, NY

- Provided backend support for Skype for Business, Cisco, and Avaya platforms, maintaining **99.9% uptime** across services.

- Assisted senior engineers in configuring AWS infrastructure and **troubleshooting complex deployments**, gaining foundational cloud and operational expertise.

- **Actively collaborated with DevOps teams** on implementing GitLab CI pipelines and automating operational workflows using Terraform and Python scripts, contributing to a **15% improvement in process efficiency**.

- Resolved **95% of technical incidents within SLA**, enhancing system stability and user experience.

Education

University of Hartford   **Aug 2019 - May 2023**
Bachelors of Science in Computer Engineering