

# David Kernan

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## SUMMARY

A graduate software engineering student from Dublin City University.

Primarily interested in working with the Linux OS stack.  
Interested in IT Security, GNU/Linux software, Routing and deploying infrastructure.

## EXPERIENCE

### Technical Solutions Engineer - Google Ireland

#### Developer Support Engineer - Amazon Data Services Ireland Ltd.

Dublin, Ireland — September 2014 - November 2015

Promoted to a more senior role within the AWS Support organization.

#### Duties & Accomplishments

- Supporting Businesses and Enterprise customers
- Maintaining a strict SLA on issues submitted by the customers
- Deep diving Linux technical issues
- Assisting Businesses & Enterprising on best-practices when maintaining applications within Amazon Web Service's IaaS.
- Assisting the site with maintaining a knowledge base of information.
- Working specifically with AWS's Storage, CDN and Mobile Application services on a day to day basis.
- Supporting customers with the various AWS SDK's and REST API's.
- Continuing to support customer's Linux and Windows environments in Amazon Web Services
- Working closely with the various internal service teams to diagnose and implement workarounds for our Customer's needs.
- Reaching out to our customers via phone and chat to give live support and assistance in the event of a critical issue.

#### Cloud Support Associate - Amazon Data Services Ireland Ltd.

Dublin, Ireland — June 2013 - September 2014

#### Duties & Accomplishments

- Amazon Web Services:
- Troubleshooting Linux and Windows environments, networking stacks, analyzing metrics and improving tasks.
- Technical support, best practices and system architect for customers, assistance in moving customer's environments into AWS cloud.
- Troubleshooting scenarios with products such as EC2, VPC, S3, RDS.
- Specialised in AWS AppServices such as CloudFront, S3, SES, SNS
- - VPN solutions based on Linux and Cisco.

## **Student Network Engineer, HEAnet**

Dublin, Ireland — April 2012 - September 2012 (6 months)

I was hired as an Intern for the summer into the Schools NOC division of HEAnet.

### **Accomplishments**

- Working with the Schools Network Operations Center.
- Dealing with tickets escalated by the NCTE service desk.
- Troubleshooting network problems.
- Scripting automated processes
- Monitoring network outages and responding in an appropriate fashion
- Configuring PC's and installing them.
- Visiting our various PoP's to rack, configure and replace on failed servers or routers.

## **Society Webmaster**

Dublin, Ireland — July 2011 - June 2012 (1 year)

Elected as the Webmaster of the DCU Gamessoc Website in May 2011 for the Academic year of 2011/2012. Was in charge of managing and upgrading features for the Website as requested by the membership during Weekly Committee Meetings.

### **Accomplishments**

- Reimplemented society maintained Wiki.
- Set up and hosted a web interface to a large game run over the semester. Handled over 200 students.

## **Lab Tutor, Dublin City University**

Dublin, Ireland — September 2010 – April 2011 (8 months)

I was hired by the School of Computing on a part time basis to supervise first year Programming Labs during the academic year. During this time I would monitor the students as they work to check if any were struggling or needed assistance.

## **HONORS AND AWARDS**

### **ACM IRLCPC**

**UCC Student Chapter**  
**March 2011**

Finished in 3rd Position during the IRCPC coding competition held annually in University College Cork

### **Best Society Event**

**Dublin City University**  
**April 2012**

DCU Games Society won the years Best Event award at the Annual Society Award ceremony. As the webmaster for Games Society. I had helped organise and maintain both the participation and our online

presence/system for the event

## **EDUCATION**

### **Dublin City University**

Bachelor of Science (B.Sc), Computer Software Engineering Degree —  
2009 – 2013

Grade: 2.2

*Activities and Societies:* Redbrick Network Society, Games Society, 2nd  
Year Class Rep

## **CERTIFICATIONS**

### **AWS Certified SysOps Administrator - Associate Level**

Amazon Web Services, License AWS-ASOA-203

August 2014 – Present

## **SKILLS**

- Amazon Web Services
- Virtualized Environments
- Cloud Computing
- Content Distribution Networks
- Autoscaling
- Revision Control - Code Management Software (Git)
- Fundamental understand of Deployment technologies such as Puppet, Ansible and Chef.
- Software Development in various languages (PHP, Python, Java)
- Shell Scripting (Bash)
- Web Monitoring (Nagios, Cacti, Cloudwatch)
- UNIX System Administration
- Network Administration
- Database Management
- In depth understanding of various Application Protocols such as HTTP, HTTPS and SMTP.
- Core understanding of the TCP/IP Network Stack.

## **REFERENCES**

On Request.