Garry Cheng

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Summary

With over 15 years of experience in the technology field, I am a seasoned Cloud DevOps Engineer specializing in managing and optimizing cloud environments (GCP/AWS). Passionate about automation, I excel in streamlining cloud infrastructure and system management using Configuration Management tools (Ansible, Chef), Infrastructure as Code (Terraform), and scripting (Python, Bash).

SKILLS/KNOWLEDGE

Linux Server (RHEL/Ubuntu)	GCP/AWS	Gitlab/Github
K8s/Docker Swarm	Ansible/Chef	Terraform/Helm
Bash/Python/Ruby/Powershell	CICD/Jenkins	Windows Server
Grafana Stack	Google Workspace	Rundeck Automation

EXPERIENCE

Senior DevOps Engineer – Docusign
January 2023 – Present

- Developed automation for migration of 1200 Linux servers from CentOS7 to RHEL8
- Refactored legacy code, decreasing customer downtime from 1.5 hours to 20 minutes for customer application upgrades
- Appointed to collaborate cross-departmentally to support and execute automation initiatives and security standards with other Docusign Operations teams
- Created scripts for collection and reporting of SOC2 compliance data across all Linux servers.
- Designed specialized metrics in GCP Cloud Functions for customers, enabling internal metrics tracking via SolarWinds Pingdom for external visibility
- Facilitated weekly meetings with the Development team to identify operational process improvements and automate workarounds for application bugs.
- Led team meetings, assigned daily tasks, and ensured successful execution of team objectives.

Senior Operations Engineer – Docusign
November 2022 – January 2023

- Developed/Managed Terraform code for GCP infrastructure previously deployed by hand
- Deployed new services in K8s for internal tooling
- Developed an automated process using GitHub and Ansible to implement persistent customer-specific application configuration changes, resolving issues where

configurations were previously lost after service restarts

- Built Standard Operating Procedures for the Operations/Support team
- Mentor Junior Engineers in their development and growth

Operations Engineer – Docusign

September 2021 –November 2022

- Configured, maintained and managed the Grafana stack (Prometheus, Loki, Dashboards)
- Redesigned and deployed Loki from Monolithic mode to Simple Scalable
- Overhauled outdated services to move to secure docker containers
- Developed scripts to automate daily tasks
- Managed 1600+ customer environments in GCP using Ansible and Terraform.
- Contributed code that reduced customer service deployment time by 60%
- Guided a fully remote team (US/EMEA) to adopt standards and reduce disjointed workflows

Senior System Administrator – Biola University

September 2019 – September 2021

- Researched, planned, developed, and deployed Sensu Go monitoring service into three environments, including AWS.
- Lead engineer for VMWare infrastructure. Provisioning, running and maintaining 300+ servers on Cisco UCS/Dell servers
- Lead engineer for Enterprise SAN storage solution (Nimble)
- Deployment, support, and maintenance of Gitlab server and Gitlab Runner CI/CD pipeline
- Support and maintenance of systems through Configuration Management and Infrastructure-as-Code (Ansible/Chef)
- Deployment, support and maintenance of Rancher/Kubernetes (AWS and On-Prem)
- Deployment, support and maintenance of AWS infrastructure with Terraform
- Training and mentoring Junior System Administrators

System Administrator – Biola University

August 2012 – September 2019 – System Administrator

- Supported and maintained VMWare infrastructure running over 300+ servers
- Wrote Chef playbooks to maintain and configure 300+ servers for both Windows and Linux
- Created procedures and guidelines for the Helpdesk team to follow and execute requested services from end users
- Documented services and support for SysAdmin team knowledge sharing
- Training and mentoring Junior System Administrators

Computer Systems Analyst – Biola University

January 2008 - August 2012

Provided support for University services and IT infrastructure

- Daily support/maintenance for Linux servers(Ubuntu, RedHat, CentOS), Windows Server, and Mac Mini/Xserve servers
- Researched, planned and implemented the migration of the internal email server to the Google Apps (GSuite) cloud solution.

- Lead server support and service configuration for the main web portal (Ellucian Luminis) for students, staff, faculty, and alumni

Helpdesk Representative — Biola University

August 2005 - January 2008

Provided Help Desk support and technical assistance to students, staff, faulty and alumni on a campus with 7000+ people. Provided Mac and Windows support for the campus.

Computer Support Internship — inHouseIT

Summer 2004

Worked as an intern to gain real world experience and hands-on work with business IT infrastructure

- Assisted IT Managers on scheduled weekly maintenance of client's IT infrastructure.
- Business and Residential onsite computer assistance and support.

EDUCATION

Red Hat Enterprise Linux System Administration with RHCSA EX200 Certificate
2012

Biola University, La Mirada
Computer Science Information Systems B.S.

2001 - 2005