

Chloe Mathews

DevOps Engineer

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Summary

DevOps engineer with 7 years across MSP operations, NOC, and internal platform engineering — currently building automation, deployment pipelines, and Azure infrastructure for a 150-person MSP serving 400+ clients.

Work Experience

DevOps Engineer — Endsight

Nov 2021 – Present

- Migrated internal services from on-premises Docker + Ansible to Azure Container Apps, rewriting build and deployment pipelines and defining Azure networking and container infrastructure in Bicep.
- Built user on/offboarding automation (Flask UI, FastAPI backend, Postgres) integrating Workday, Entra, and internal systems — saving up to 4 hours per employee action.
- Consolidated three internal app backends into a single FastAPI service, refactoring shared logic and strengthening tests and linting.
- Instrumented Flask, FastAPI, and Streamlit services with OpenTelemetry tracing via Honeycomb to improve observability and tune performance.
- Integrated 4+ external APIs to automate proactive work campaigns that find and fix noncompliant devices, cutting large initiatives from hours to minutes.
- Handle internal systems administration (RBAC, user management, integrations) and manage the internal GitHub organization's access and policies.

NOC Engineer — Flextechs

Jan 2020 – Nov 2021

- Led recovery efforts after client security incidents, including ransomware attacks, restoring service continuity.
- Led initiatives to strengthen HIPAA and PCI framework compliance and internal system security.
- Improved monitoring of backups and internal systems across client environments to catch failures earlier.

Ops Technician — IP Services

Jun 2019 – Jan 2020

- Deployed and managed network infrastructure (Fortigate, Juniper, Cisco; monitored with SolarWinds) in a colocation environment serving ~15 clients.

Education

Lane Community College

2018 – 2019

AAS • Computer Network Operations

Skills

DevOps: Ansible, Bash, Bicep, GitHub Actions, Docker

Cloud: Azure (Container Apps, Postgres), Cloudflare ZTNA

Observability: Honeycomb, OpenTelemetry, Grafana

Systems Administration: Linux, Windows Server, Active Directory, Entra ID, Workday

Networking: Azure networking, Fortigate, Cisco, Juniper, SolarWinds

Programming: Python (Flask, FastAPI), Postgres