

Chloe Mathews

DevOps Engineer

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Summary

Backend and integrations engineer with 7 years in the MSP space and 4 years building and maintaining REST API integrations across the MSP tooling ecosystem — PSAs, RMMs, and identity providers — for a 150-person MSP serving 400+ clients. Deep hands-on fluency with partner APIs and daily use of AI coding tools to accelerate integration development.

Work Experience

DevOps Engineer — Endsight

Nov 2021 – Present

- Design, build, test, and maintain REST API integrations across the MSP tooling stack: ConnectWise (PSA), NinjaRMM, LogicMonitor, Liongard, Domotz, ITGlue, Skykick, and BackupRadar.
- Implement and troubleshoot OAuth2/OIDC flows via Microsoft Graph and Entra ID app registrations for identity and tenant management integrations.
- Built user on/offboarding automation (Flask UI, FastAPI backend, Postgres) integrating Workday, Entra ID, and third party vendor systems — saving up to 4 hours per employee action.
- Consolidated three internal app backends (Flask, Streamlit FastAPI) into a single FastAPI service, refactoring shared third-party API clients and strengthening tests and linting.
- Instrumented Flask, FastAPI, and Streamlit services with OpenTelemetry tracing via Honeycomb.
- Use AI coding tools (Claude Code) daily for backend and infrastructure development, including parsing third-party API documentation and scaffolding integration code — reviewing and correcting AI-generated output rather than accepting it as a finished product.

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) across Local and Wide Area Networks in a colocation environment serving ~15 clients.

Education

Lane Community College

2018 – 2019

AAS • Computer Network Operations

Skills

MSP APIs: ConnectWise (PSA), NinjaRMM, Kaseya VSA, LogicMonitor, Liongard, Domotz, ITGlue, Skykick, BackupRadar, Microsoft Graph / Entra ID

Auth & Identity: OAuth2 / OIDC, Entra ID app registrations, RBAC

Backend: Python (Flask, FastAPI), REST API design & consumption, PostgreSQL

AI-Assisted Development: Claude Code (daily driver), AI-assisted API doc parsing & endpoint scaffolding, reviewing/correcting AI-generated code

Frontend: React, TypeScript, Tailwind

Cloud & DevOps: Azure (Container Apps, Postgres), Docker, GitHub Actions, Bicep

Version Control: Git, GitHub administration