

Chloe Mathews

DevOps Engineer

Minneapolis, MN | chloe@chloemathews.net | github.com/cmathews393 | linkedin.com/in/cmathews393

Summary

Site reliability-focused engineer with 7 years across NOC operations and internal platform engineering. Reduced alert volume by 60% without sacrificing outage detection, and built observability and automated remediation tooling for a 150-person MSP serving 400+ clients.

Work Experience

DevOps Engineer — Endsight

Nov 2021 – Present

- Reduced NOC alert volume by 60% through alert tuning and prioritization while maintaining service quality and outage-impact levels.
- Instrumented Flask, FastAPI, and Streamlit services with OpenTelemetry tracing via Honeycomb to detect and resolve performance issues faster.
- Integrated 4+ external APIs to automate proactive compliance and remediation campaigns, cutting large initiatives from hours to minutes.
- Migrated internal services to Azure Container Apps with separate staging and production environments and infrastructure defined in Bicep, improving deployment reliability.
- Built user on/offboarding automation with a Flask UI over a FastAPI service, keeping identity and access controls reliable across Workday, Entra, and internal systems.

NOC Engineer — Flextechs

Jan 2020 – Nov 2021

- Led recovery efforts after client security incidents, including ransomware attacks, to restore service continuity.
- Improved monitoring of backups and internal systems to detect issues earlier and reduce customer impact.
- Led HIPAA and PCI compliance efforts, aligning security controls with reliability needs.

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.
- Troubleshoot and escalated uptime and connectivity issues for colocation clients.

Education

Lane Community College

2018 – 2019

AAS • Computer Network Operations

Skills

Reliability: Monitoring, Alerting, Incident Response, On-call

Automation & IaC: Python (Flask, FastAPI), Ansible, Bash, Bicep, GitHub Actions

Observability: Honeycomb, OpenTelemetry, Grafana

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

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

Networking: Azure networking, Fortigate, Cisco, SolarWinds