Amsterdam, Netherlands
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Caleb Farrell

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Infrastructure Engineer with over 6 years of experience in Systems Engineering, Cloud Engineering, and python development.

Work Experience

Systems Engineer   **Adyen**   **Jan 2025–Present**

Internal Services team   Amsterdam, Netherlands

- Act as primary contributor and maintainer on several internally developed tools.
- Develop and maintain an in-house Access Management software written in Python utilizing Django ORM
- Develop and maintain a web app allowing coworkers to find each other's approximate location in offices
- Design and Develop a Self-Service hub allowing employees to report issues, requests, and initiate automations to remedy issues and requests.
- Migrate owned services from on-premise and Virtual Machines to Kubernetes.
- Develop In-house Mattermost Integrations for internal tools and teams.
- Perform code reviews on merge requests

Office Infrastructure Engineer   **Adyen**   **Aug 2023–Jan 2025**

Office Infrastructure team   Amsterdam, Netherlands

- Create and improve in-house automation scripts and tools to manage networking gear
- Implement more robust monitoring and alerting for in-office networking gear using LibreNMS
- Manage, Maintain, and build Office conference rooms in offices across 4 continents and 28 offices.
- Deploy and manage Juniper Switches and Firewalls, Unifi Access Points, and Protect Camera systems
- Implement effective and simple inventory processes

Systems Administrator   **Medavie Blue Cross**   **May 2023–Jul 2023**

Enterprise Monitoring team   Fredericton, Canada

- Utilized Zabbix, HPOM, and SCCM to ensure effective systems monitoring and standardized configuration management.
- Implement automated recovery scripts with Perl, and Shell, and utilities to reduce downtime and workload
- Maintain updates and implement new and existing automated alerting rules
- Work Closely with other Teams within the organization to ensure all systems are monitored adequately for their needs and products.
- Utilize SolarWinds To monitor platform accessibility and performance

Systems Administrator   **Passiv**   **Jul 2022-Mar 2023**

Fredericton, Canada

- Led a successful emergency Cloud Migration to AWS completed in 8 days from DigitalOcean. Saving Passiv $48000/year in infrastructure costs and significantly improving performance and reliability.
- Lead SOC2 Audit ensuring all requirements and evidence have been met and provided.
- Provision, Deploy and Manage the passiv web app in AWS using Terraform and Ansible
- Identify and resolve errors related to the Passiv App
- Maintain up-to-date technical documentation on Passiv's Infrastructure
- Identify, troubleshoot, and resolve issues related to Passiv's infrastructure.
- Monitor logs, and tracking data for anomalies and errors and work with the development team to fix and improve the product using Cloudwatch and NewRelic
- Work with the Engineering team to optimize and improve the web app's stability, performance, and reliability.
- Continuously work towards optimizing infrastructure and reducing costs where possible.

Senior IT Support Specialist   **Introhive**   **Jan 2022-Jul 20232**
Fredericton, Canada

- Provide a deep understanding of systems used within the organization and IT dept such as Google Workspace, Jamf Pro, Microsoft Azure/Intune, and more
- Prepare, Plan, and Execute Changes and Projects
- Promote, Identify, and Action Continuous Improvement/Process Improvement within the organization's IT-managed systems.
- Lead and Mentor the IT Team on Tickets throughout their lifecycle.
- Create and Maintain documentation on IT Processes and Systems
- Identify and Solve issues with automation to reduce user interaction and time spent on tasks and troubleshooting issues
- Monitor and Ensure Compliance with SOC2
- Encourage a culture of personal improvement through Learning opportunities and coaching.
- Verify Service Requests are completed with a high level of accuracy and meet the IT department's level of standard for Customer Service
- Ensure the IT Team meets SLAs

Education and Certifications

- **Diploma IT Systems Administration,** Eastern College, Fredericton Canada.   **Jan 2019–Oct 2020**

Technologies and Languages

- Languages: Python, TypeScript, Go, Bash
- Technologies: Django, Postgres, AWS, Git, DigitalOcean, Terraform, Ansible, Zabbix, New Relic
- Other: Site Reliability Engineering, Distributed Systems Monitoring

Projects

- **FindPeople:** Developed a web app allowing coworkers to find each other's approximate location in offices. Written with FlaskAPI and React. Interfaces with a non-public, reverse engineered REST-API from network management tooling.
- **Full Stack Cloud Migration:** Lead and completed emergency Full Stack cloud migration from DigitalOcean to Amazon Web Services in 8 days. Saving Passiv approx $48000/year in infrastructure costs and improving stability and reliability substantially.
- **Homelab:** Self-hosted docker swarm/kubernetes cluster hosting an assortment of services I use on a daily basis. [Article here](#) describing the environment

Certifications and Courses

- **Jamf 100 Certified Associate**   **Jan 2022**
- **DevOps Foundations Course**   **Mar 2021**

Interests

- Gaming
- 3D Printing
- Skiing