

Michael Shoup

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Cloud Infrastructure Engineer

Senior Infrastructure Engineer with history of leadership, who finds joy working as an IC and mentoring other engineers along the way. Strong believer in collaboration and reducing toil through automation and tools.

Experience

LEAD SITE RELIABILITY ENGINEER

August 2021 – Present

Yield Solutions Group / Refijet | Remote from Denver, CO

Leader of a small Infrastructure team, responsible for empowering software engineers with tools to build infrastructure in AWS using Terraform and Terragrunt.

- Implemented monitoring and observability tools to identify issues and increase system availability from 90% to 99.9%.
- Identified tasks which were toil and automated them, reducing time dedicated to toil from 50% to 25%.
- Managed ECS infrastructure to support 25+ micro-services built with Java.
- Developed CI/CD pipeline templates in GitLab to reduce friction and allow engineers to onboard microservices without DevOps involvement.
- Implemented controls to secure and protect customer data and achieved SOC 2 Type 2 compliance.

LEAD SITE RELIABILITY ENGINEER

February 2020 – August 2021

Daxko | Remote from Denver, CO

Leader of a 5 member technical operations team during a time of unprecedented chaos in the fitness industry. Team responsible for reliability and availability of Daxko's club fitness solutions and for maintaining PCI compliance.

- Mentored two junior engineers to become self-sufficient and capable of monitoring operations.
- Replaced long running servers with autoscaling groups in AWS, enabling a reduction of operational expenses by 20% during extended customer closures.
- Built and managed 4 Kubernetes clusters for different product lines.
- Participated in 24/7 on-call rotation, responding to an average of 5 incidents per week.

SENIOR DEVOPS ENGINEER

September 2017 – February 2020

talentReef | On-Site in Denver, CO

Built a complete testing and deployment pipeline using CircleCI and Kubernetes, enabling software engineers to get their code deployed and tested quickly. Deployed infrastructure using CI/CD pipelines with CircleCI and CloudFormation.

SENIOR SYSTEMS ADMINISTRATOR, MANAGED SERVICES

January 2016 – September 2017

P2 Energy Solutions | On-Site in Denver, CO

Reduced customer onboarding time from 3 days to 2 hours by automating manual processes using Ansible and other automation tools. Migrated customer systems from a vendor managed VMware cluster to a self-managed AWS environment while increasing reliability and enabling quicker scaling of resources.

Skills

AWS	Terraform	Linux	Prometheus	(And much more!)
Kubernetes	Terragrunt	Bash	Grafana	
Docker	CloudFormation	Ansible	Python	