Chris Mazuc

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Senior Systems Development Engineer with extensive experience designing and implementing hybrid on-prem/cloud infrastructure to support an enterprise-scale multi-platform client fleet

Senior Systems Development Engineer (L6)   Amazon
December 2021 - Current   Tucson, AZ (Remote)

- Designed and implemented an authenticated, end-to-end encrypted, on-premises content distribution system to support migration of corporate networks to a zero trust architecture
- Collaborated with teams outside of my organization to develop a Docker based service deployment and orchestration system for on-premises infrastructure
- Designed and implemented a multi-platform secrets escrow service which supports storage and recovery of administrative passwords and disk encryption keys
- Led a cost savings effort within my organization which resulted in $12MM yearly reduction in AWS account spend
- Designed and implemented custom solutions to support standalone Tanium Server deployments in native AWS
- Implemented an on-prem caching solution for Windows Update to replicate functionality provided by Microsoft Connected Cache
- Extensively mentored junior engineers on soft and technical skills
- Regularly served as a reviewer and contributor on design and planning documents for both my team and broader organization
- Implemented Continuous Integration/Continuous Deployment best practices across my team's service portfolio
- Participated in interviewing and hiring, both within and outside of my organization (L4-L6 candidates)
- Performed technical promotion assessments for engineers within and outside of my organization

Systems Development Engineer (L5)   Amazon
November 2016 - December 2021   Seattle, WA (Remote)

- Designed and implemented a service for reliable replication of large Debian package repositories into S3
- Designed and implemented a service for enforcement of 2 factor authentication for administrative access to client devices by support personnel
- Initiated and led a project to migrate Ubuntu client devices from Power Broker Identity Services (PBIS) to System Security Services Daemon (SSSD)
- Initiated and led a project to migrate Ubuntu client device management to Ansible
- Served as project lead for the internal Ubuntu 18.04 release
- Participated in interviewing and hiring for my team (L4-L5 candidates)
- Mentored multiple IT Support Technicians and supported them in transitions to roles as Systems Engineers

Systems Development Engineer (L4)   Amazon
January 2016 - October 2016   Seattle, WA

- Designed and implemented a global, on-premises content distribution system based on Nginx
- Served as project lead for the internal Ubuntu 16.04 release
- Designed and implemented a service for distribution of Ubuntu imaging configurations (preseeds)
- Responsible for all first and third party update deployments at Amazon

Systems Engineer (L4)   Amazon
November 2014 - January 2016   Seattle, WA

- Responsible for first and third party update deployments for all Windows, macOS and Ubuntu client devices
- Designed and implemented a web-based tool for management of software update deployments and patches
- Supported the internal Ubuntu 14.04 release

Deskside Support Technician (L4)   Amazon
February 2012 - November 2014   Seattle, WA
September 2011 – February 2012 (contract)

- Provided in-person technical support for Amazon employees in Seattle
- Developed a check in service for in-person support requests to eliminate manual recording of contacts and save hundreds of hours of daily data entry globally

Senior Technician   Chesapeake PC Source
March 2009 – April 2011   Leonardtown, MD

- Provided remote and on-site technical support and repair services for residential and business clients
- Responsible for all day to day retail shop operations such as inventory management, product ordering, customer service and invoicing

Field Engineer   Alpha Data Systems
October 2007 – December 2008   Tallahassee, FL

- Administered and maintained servers, PCs and network equipment for medical and industrial business clients located across Florida, Georgia and Alabama
- Provided remote and on-site technical support for clients
- Designed and implemented comprehensive disaster recovery plans for clients
- Worked closely with the Medical Software department at ADS to ensure smooth operation of electronic medical record and practice management applications managed on behalf of clients
- Provided technical assistance to the Sales team

Systems Administrator   DataGroup Technologies
October 2005 – August 2007   Greenville, NC

- Responsible for administration and maintenance of all servers used for web hosting, e-mail, billing and VoIP
- Designed and implemented custom VoIP solutions using Asterisk for business customers
- Designed and implemented a comprehensive disaster recovery plan for all DTI servers
- Provided remote and on-site technical support for businesses and residential customers

Founder and Owner of Tesota Overland
Early Contributor to the Bluefish HTML editor (1998-2000)
Amateur Radio Operator, General Class – KI7PLN
Red Cross CPR/First Aid/AED certified