

ERNIE BRODEUR

Portland, Oregon | (253) 328-0328 | ebrodeur@ujami.net | LinkedIn | GitHub

Senior Application Support Engineer

PROFESSIONAL SUMMARY

Senior application support engineer with more than a decade supporting and developing enterprise systems. Owns incidents end to end, traces failures across distributed services, improves monitoring and runbooks, and connects customer impact to durable engineering fixes.

TECHNICAL SKILLS

Observability: Splunk, Grafana, CloudWatch, APM / distributed request tracing with Splunk, Dashboards / alerting

Systems & Operations: Linux administration, Bash / shell scripting, TCP/IP / DNS / HTTP(S) / VPN / SSL, Incident response / on-call, Root-cause analysis, Runbooks / operational documentation

Leadership: Technical team leadership, Mentoring and training, Cross-functional incident coordination

Data: PostgreSQL, MySQL, SQL query tuning

Languages & Backend: Ruby, Python, Ruby on Rails, REST APIs, Microservices

Cloud & Delivery: AWS ECS / EC2 / S3 / Lambda, CloudWatch / IAM, Docker

PROFESSIONAL EXPERIENCE

INDEPENDENT DEVELOPMENT

Backend Developer / DevOps

Remote
Oct 2024 - Present

- Tune databases and build API integrations for client systems.

GOX LABS

Lead Backend Developer / Technical Team Lead

Remote
Dec 2022 - Sep 2024

- Improved SQL query performance by 25 percent through query and ORM optimization.
- Instrumented services with logging and monitoring and debugged production issues across the Ruby/Rails stack.

COMCAST TECHNOLOGY SOLUTIONS

Software Developer - Backend

Remote
Jan 2017 - Aug 2019

- Automated a deployment pipeline, reducing the cycle from six hours to one minute and saving approximately \$300,000 per year.
- Built internal tools used by support teams to diagnose and operate production applications.

COMCAST TECHNOLOGY SOLUTIONS

Technical Support Lead

Remote
Sep 2015 - Jan 2017

- Led the support team for high-traffic media services and owned incident response end to end.
- Built Splunk dashboards tracking latency, error rates, and throughput and configured alerts to surface problems before customers reported them.
- Improved mean time to recovery through operational tooling, runbooks, documentation, and training.
- Coordinated escalations between support and engineering teams.

THEPLATFORM FOR MEDIA

Application Support IV

Seattle, Washington
Jun 2014 - Sep 2015

- Served as the escalation point for complex production issues across distributed media services.
- Traced requests across microservices with Splunk and debugged API failures, timeouts, and data inconsistencies.

THEPLATFORM FOR MEDIA

Senior Support Engineer

Seattle, Washington
May 2013 - Jun 2014

- Performed root-cause analysis through log correlation and communicated directly with customers during outages.

THEPLATFORM FOR MEDIA

Application Support Engineer

Seattle, Washington
May 2011 - May 2013

- Triaged and resolved production issues in a high-volume, ticket-driven environment.

EDUCATION & RECOGNITION

LAKE WASHINGTON TECHNICAL COLLEGE

Associate in Computer Networking Security and Forensics

2007 - 2009

Comcast Starr Award, Feb 2018 - Awarded for an automated deployment system that reduced labor costs by approximately \$300,000 per year.