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## Skills

- Root Cause Analysis
- Technical Troubleshooting
- Technical Documentation
- Technology Monitoring Tools
- Emergency Response
- Priority Incident Recommendations
- Linux Certification
- Excellent Math Skills

## Education

12/2022

**BS** Computer Science

**The University of Texas At Dallas**

Richardson, TX

- 3.86 GPA

## Certifications

- Linux LPIC-1
- The Data Scientist's Toolbox
- Python Programming
- R Programming

## Languages

**English, Persian**

# Armin Ziaei

## Summary

A dedicated professional with a strong commitment to tackling new challenges and a robust work ethic. Possesses adaptability and exceptional communication abilities. Capable of working autonomously with efficiency and rapidly acquiring new competencies.

## Professional Experience

### **HHAEExchange - System Management and Response/Cloud Operations Engineer**

Ashburn, VA

01/2023 - Current

- Coordinated system installations, testing, and code corrections.
- Conducted regular maintenance checks on all hardware components.
- Automated routine tasks using scripting languages like Python or Bash.
- Devised backup/recovery protocols to preserve and safeguard data.
- Collaborated with production team members to help create and deliver high-quality, cutting-edge products.
- Maintained accurate records of all service requests, including problem description, resolution steps taken, and time spent on each request.
- Trained team members and users in newly implemented and emerging technology to enhance business productivity.
- Monitored incident alert systems during normal and after-hours periods, alerting appropriate departments and personnel of malfunctions or incidents.
- Monitored systems performance using various metrics such as latency, throughput, and availability.

### **HHAEExchange - System Operations Engineer**

Dallas, TX

04/2021 - 12/2022

- Troubleshooted complex issues related to application architecture and system configurations.
- Performed root cause analysis of production incidents.
- Answered technical concerns and devised solutions for engineering problems.
- Provided training sessions and best practices to team members.
- Documented best practices and procedures for incident response activities.
- Developed and implemented monitoring solutions to improve system reliability.
- Reviews of alerts generated by monitoring tools to identify potential issues.
- Implemented automation tools to increase efficiency in deployment processes.
- Developed automated scripts for alerting, reporting, and performance tuning.

## Activities And Honors

IEEE, Student Member, 2017, 2019

## Projects

- **Datadog Custom Metrics Automation (Fall 2023):** Led Datadog automation to create custom metrics for database queries using Python and Datadog API.
- **Ansible Automation (Fall 2023):** Spearheaded system updates and patching automation with Ansible.
- **Datadog APM Analysis (Spring 2023):** Analyzed Datadog APM to forecast usage and failures with machine learning models.
- **Powershell Automation for Log File Management (Fall 2022):** Developed PowerShell scripts for daily log file management and disk cleanup, utilizing custom and built-in functions.
- **System Usage Analysis (Fall 2021):** Conducted system usage analysis with machine learning on large datasets using Python and scikit-learn.
- **Large Scale Data Analysis and Data Engineering (Fall 2021):** Implemented algorithms for large-scale data analysis and engineering using Python, Regex, .NET, and Shell.

## Academic Projects

- **Halo Collar Activity Recognition (Fall 2022):** Partnered with PAWS LLC to create a GPS and sensor-based machine learning model for dog activity recognition using Python and scikit-learn.
- **Protocol Design (Fall 2022):** Developed a CRSP-compliant communication protocol application using Python and Mininet. .... [github](#)
- **Compiler Design (Fall 2022):** Researched and developed a compiler with lexical analysis and regular expressions in Java, Bash, and Lex. .... [github](#)
- **Task Manager (Spring 2022):** Led the creation of an SQL-based task manager integrating multiple technologies for enhanced task management. .... [github](#)
- **Computer System Simulation (Spring 2022):** Executed a CPU and memory process simulation using C/C++, showcasing deep systems understanding. [github](#)
- **Digit Recognizer (Fall 2021):** Developed a digit identification system for handwritten images using Python and scikit-learn. .... [github](#)
- **Machine Learning Algorithms R&D (Fall 2021):** Researched and applied various learning algorithms, enhancing algorithmic knowledge and application. .... [github](#)
- **AI-Knowledge-Representation (Fall 2021):** Implemented a Prolog-based knowledge representation tool for sophisticated question-answering. .... [github](#)
- **8 Puzzle Solver (Fall 2021):** Solved the "8 Puzzle" using advanced AI algorithms, demonstrating problem-solving acumen. .... [github](#)
- **ALU Design and Development (Fall 2020):** Researched and created a 32-bit ALU with 16 commands using Verilog HDL and VHDL. .... [github](#)
- **Chat System Development (Spring 2019):** Developed a TCP/UDP chat system in a Unix environment, focusing on real-time network communication. .... [github](#)
- **Bash CLI Development (Fall 2018):** Created a Bash CLI application in Unix, enhancing system interaction and command processing.

## References

References available upon request.