

Reid Erdwien

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Summary

Operations-focused Software Engineer with extensive experience in cloud infrastructure management and production system reliability. Expertise in IaC, CI/CD pipeline management observability systems and other DevOps tasks for maintaining high-availability production environments.

Work Experience

Software Support Engineer II | Qualtrics International Inc. | Provo, UT **Dec 2022-Jul 2025**

- Embedded in a team of developers to support a web-based text analysis product that enriches millions of records with categorization, sentiment and more.
- Integrated CI/CD platforms and managed infrastructure as code for the team's resources to improve the efficiency of the development process.
- Maintained, upgraded and scaled production relational databases with no-downtime operations.
- Performed container orchestration migrations from *Nomad* to *Kubernetes* for several services in order to allow for auto-scaling for cost savings and scalability.
- Revamped internal documentation, created *Grafana* visualizations, instrumented code with *Prometheus* metrics and in order to streamline the on-call experience.
- Migrated services and databases from co-location data centers to AWS in order to support a Cloud-First strategy.
- Trusted on-call to dive deep into system issues, respond to system alerts and triaging customer issues in order to make recommendations to reduce alert fatigue and reduce turnaround times.

Software Support Engineer I | Qualtrics International Inc. | Provo, UT **Nov 2020-Dec 2022**

- Developed internal tooling for retrieving and altering system resources, leading to faster issue resolution and more easily reproduced processes.
- Implemented tracking of product usage data (*Splunk*, *Airflow*, *SQL*) to accurately track product growth trends.
- Coordinated a major back-end processing cut-over and legacy system deprecation for over 6000 active companies.
- Active in design and operational meetings, helping to ensure user experience and long-term system maintainability.

Product Specialist | Qualtrics International Inc. | Provo, UT **Nov 2019-Nov 2020**

- Led the SSO (Single Sign-On) support team, responsible for onboarding of several new team members and ensuring timely and appropriate response times.
- Provided support for SAML issues, OAuth setup, certificate rotations and organization SSO configuration.

Technology and Platform Experience

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- **Basics:** Linux, Git (Gitlab, Github), Network Protocols (SSH, HTTPS, DNS, TCP/IP, SSL/TLS), Bash
 - **Languages:** Javascript, Typescript, Scala, Python, SQL, Go
 - **AWS Services:** EC2, VPCs, S3, IAM, SQS, SNS, PostgresSQL
 - **Database Technologies:** MongoDB, MySQL AuroraDB, DynamoDB, CrateDB, ElasticSearch
 - **CI/CD and IaC:** Jenkins, Gitlab CI, Spinnaker, Terraform
 - **Containerization and Container Orchestration:** Docker, Kubernetes (Helm), Nomad
 - **Observability Frameworks and Software:** Prometheus, Splunk, Grafana, Cloudwatch

Education

Kansas State University, Manhattan, KS **Graduated May 2019**

Physics B.S., Mathematics B.S., Statistics Minor (GPA: 3.92)