Kevin Clear

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SKILLS & INTERESTS

- Apple Business Manager, AppleScript, BASH, Backend Development, Budget Planning, Device Management, Golang, Google Workspace Administration, Inventory Management, JAMF Pro, MDM, Networking, Software Engineering, System Administration, Scripting, Non-Abstract Large Systems Design, Technical Writing, Protocol Buffers, PowerShell, Linux/Unix, macOS, Windows

WORK EXPERIENCE

Google, LLC — May 2022 – May 2023
Site Reliability Engineer — *Remotely from Austin, TX*

- **Security Risk Assessment** – Performed security risk assessment of database system. Established new service accounts with appropriate security access controls for automation script improving data integrity, reliability, and security of the software.
- **Disaster Resiliency Development** – Responsible for code changes, design, and implementation introducing native compatibility in existing fault-injection software with a new RPC service, allowing all Google services to routinely run disaster testing scenarios with ease.
- **Code Contributor** – Submitted over 600+ lines of Golang, server config code, and technical documentation to Google's internal codebase.

Google, LLC — Nov. 2021 – May 2022
Technical Solutions Engineer. — *Remotely from Austin, TX*

- **Onboarding** – Developed an understanding of Google Workspace product technology and underlying architectures by troubleshooting, reproducing, and determining the root cause for customer reported issues.
- **Cross-team Collaboration** – Worked with multiple Product and Engineering teams to find ways to improve the supportability, products, and interact with our Site Reliability Engineering (SRE) teams to drive high-quality production.
- **Workspace Administration** – Obtained the *Google Cloud Certified Professional Workspace Administrator* certification, to master the foundations of managing and establishing Google Workspace best practices.

Alphabet, Inc. — May 2020 – Nov. 2021
IT Generalist — *Remotely South San Francisco, CA*

- **VIP Meeting Support** – Assisted CEO Arthur D. Levinson with personal conference room setup, All-Hands operations, and provided live support during VIP video calls.
- **MacOS System Administration** – Achieved Jamf Pro Tech Certification. Managed 400+ macOS and iOS company devices. Pushed policies, configuration profiles, and Python automation scripts. Responsible for design and implementation of company-wide rollouts including macOS Big Sur and Google Chrome Enterprise.
- **Inventory System** – Utilized Google Cloud Platform (GCP) to build a secure, open-source web application to upgrade existing spreadsheet-based inventory system.

Google, LLC — Jul. 2018 – May 2020
IT Resident — *Mountain View, CA*

- **Noogler Team** – Onboarded over 6,000 new employees over 2 years, performing account setup & triage, troubleshooting account and provisioning issues, educating them on security, corporate, and IT policies.
- **Tickets** – Provided global technical support, completing over 1,000+ tickets with average rating of 96% customer satisfaction score.
- **SRE Rotation** – Designed, prepared, and published Golang optimization code to production, increasing overall reliability of Gmail mass-archiving feature by 20% during a three-month rotation with Gmail Site Reliability Engineering team.

EDUCATION

Florida International University — Jul. 2017
Bachelor of Science, Information Technology — *Miami, FL*