

# Christopher Brennan

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## Technical Support Engineer Amazon Robotics

Nov 2024 - May 2025 (Contract)

- > Specialized in the Storage vertical, troubleshooting complex robotic storage systems in fulfillment centers worldwide
- > Leveraged custom dashboards, log streams, and data analysis to diagnose and resolve complex issues
- > Led high-severity incident response calls, coordinating with multiple teams for rapid service restoration
- > Developed deep understanding of Amazon Robotics hardware and software components
- > Collaborated with cross-functional teams in operations & development

**Tech stack:** Linux, Docker, Bash, IoT, AWS, CloudWatch, LDAP, SQL, SSH, Wireshark, VPN, MFA, Slack, LLMs

## Customer Care Engineer Witbe

Sept 2022 - Mar 2024 | San Francisco California (Full-time)

- > Provided global B2B support for Linux-based QoE robots across on-prem and cloud platforms
- > Managed software deployments, incident escalations, and OS updates
- > Resolved critical hardware issues, developed detection scripts, and improved analytics dashboards
- > Leveraged metrics to provision resources
- > Collaborated with R&D teams to address root causes and enhance features
- > Troubleshoot Python automation and refined operational procedures for scalability
- > Pre-release software testing & quality assurance

**Tech stack:** Witbox robots, CentOS Linux, SaltStack, Docker, Bash, Python, VPN, VNC, RDP, SSH, SSL, DNS, systemd, InfluxDB, Phabricator, Jira, vSphere, Slack, Teams, Office 365, TeamViewer, Wireshark

## Cybersecurity Consultant Shypwright, LLC

Dec 2017 - Dec 2018 (Contract)

- > Penetration testing of client infrastructure & web application
- > Helped bring client to NIST 800-171 ISO/IEC 27001 compliance
- > Tested web application to OWASP Application Security Verification Standard
- > Coordinated with AWS security teams to run authorized scans & attacks on cloud infrastructure

**Tech stack:** Kali Linux, OWASP ZAP, Burpsuite, Nikto, Dirbuster, Nmap, Metasploit, AWS

## IT Consultant Panamex Group

Mar 2005 - Feb 2012 (Contract)

- > Created virtual desktop environment for international team collaboration
- > Desktop support for all hardware & software systems

**Tech stack:** Microsoft Remote Desktop, VPN

## Color Technician World Golf Tour

Nov 2009 - Oct 2010 (Full-time)

- > Color correction, retouching, masking, collision mapping and compositing in Adobe Creative Suite
- > Documented bugs in Adobe Lightroom and worked with Adobe dev team to resolve them
- > Calibrated workstation displays in color controlled ambient light environment

**Tech stack:** Lightroom, Photoshop, Creative Suite, Bridge, Wacom Tablet, Color Calibration Hardware

## Systems Engineer NuSpectra Multimedia, Inc.

Feb 2003 - Oct 2009 (Full-time)

- > Administration of HP-UX UNIX, Redhat Linux, Mac OS X, Windows NT systems
- > Built & deployed a wireless camera system on top of the San Francisco Bay Bridge to monitor traffic flow
- > Software support for proprietary wireless pan/tilt/zoom camera systems and surveillance systems

> Web development

**Tech stack:** UNIX, Linux, Windows, Wireless, Optics, remote access

## **IT Consultant** Oysterbed Home

Jan 2003 - Dec 2006 (Freelance)

- > Desktop support
- > Network administration
- > Web development

**Tech stack:** Filemaker Pro, Windows XP

## **Frontend Web Developer** Group Delphi

Jan 2006 - Jun 2006 (Contract)

- > Frontend development for Adobe.com customer portal

**Tech stack:** Adobe Creative Suite

## **Network Engineer** Park Merced

Dec 2002 - Aug 2003 (Contract)

- > Designed & implemented wide area network connecting multiple sites with T1 circuits and Cisco routers

**Tech stack:** Cisco, Windows XP

## **Systems Administrator** Kosmos Internet

Jun 1999 - Dec 2001 (Full-time)

- > Administration of T1, ISDN, and hundreds of 56k dialup circuits
- > Systems administration of Cisco IOS, Netopia, BSD/OS, BSDi UNIX, Red Hat Linux, Windows 95, 98, NT4, 2000 Server & Workstation
- > Network security auditing, server patching, intrusion detection, intrusion forensics
- > Tape backup & disaster recovery
- > Provision & deployment of bare-metal servers
- > Web development
- > User support

**Tech stack:** BSDi UNIX, Redhat Linux, Windows 95/98/NT, Cisco, ISDN, T1, Tape, Rack-mounted infrastructure

## **University of Central Florida** Orlando, FL

May 2001 - Jun 2001

### **CCNA & CCNP Certifications**

- > Cisco Certified Network Professional
- > Cisco Certified Network Associate

## **Computer Technician** Future Automation

Jan 1998 - Jun 1999 (Full-time)

- > In-house and onsite computer repair technician
- > Installation, configuration, maintenance of several large scale customer networks
- > Implemented and maintained multiple services including dial-up internet access, web hosting, email and DNS
- > Web development & graphic design

**Tech stack:** Dial-up local ISP, Apache, IIS, ISDN, DNS, FTP, Exchange Server, Windows NT, Windows 95, Windows 98

## **Cape Coral High School** Cape Coral, FL

May 1997

High School Diploma