Andrew Redden

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WORK EXPERIENCE

Solutions Engineer **April 2024 – Present**
Timescale *Remote*

- Saved a $650K ARR customer $150K annually by replacing an inefficient aggregate query with a continuous aggregate, reducing excess read replicas
- Reduced a customer's storage footprint by 98.7%, saving $50K per year through compression and data tiering
- Led 30+ successful customer engagements in the JOIN program, optimizing performance and reducing costs by thousands annually per customer
- Helped build the JOIN program, contributing to $3M in ARR graduations and a 50% churn reduction
- Created educational series on replicas and data tiering, expanding TimescaleDB adoption beyond direct engagements

Senior Db2 Support Engineer, Team Lead **Jan. 2020 – April 2024**
IBM *Markham, ON*

- Resolved 300+ production database outages providing support for IBM Db2 Linux, Unix, and Windows
- Successfully closed 1000+ cases with a customer satisfaction rate of 100% as measured by NPS
- Facilitated partnership between AWS and IBM for the release of Amazon RDS for Db2
- Created and maintain a Db2U testing cluster utilizing OpenShift, IBM CP4D, and Kubernetes
- Guild lead of over 20+ global members specializing in HA, HADR, pureScale, and backup and restore
- Developed custom bash and powershell scripts to collect diagnostic data or monitor performance of customer environments

Risk & Compliance Coordinator **May 2017 – Sept. 2017**
Capgemini *Mississauga, ON*

- Department contact for Risk and Compliance in facility of 80 employees
- Supported preparation of facility for ISO certifications (9001, 27001, 22301)

EDUCATION

Ontario Tech University **Sept. 2015 – April 2019**
Bachelors of I.T (Honours) - Networking and Information Technology Security *Oshawa, ON*

- Cisco CCNA/CCNP courses, Kali Linux Pentesting, SQL Databases, OpenStack Virtualization, OOP
- Graduated with distinction

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate, June 2023
- IBM Db2 for LUW V11.X Foundations, January 2020

SKILLS

Programming: C++, Java, JavaScript, React, Python, SQL, Bash, Powershell
Tools: OpenStack, Kubernetes, Docker, VMWare, CI/CD Tools (GitHub Actions, Jenkins, Terraform, Ansible), GitHub, Wireshark, Burpsuite, Nmap, Metasploit, Shodan, Datadog, Splunk, Grafana, Elastic
OS: Windows, Windows Server, MacOS, Ubuntu, Fedora, Debian, Kali Linux, RHEL 7, RHEL 8, AIX
Cloud: AWS (Lambda, S3, EC2, EKS, EBS, RDS, SQS, Route 53, CloudFront, CloudTrail, CloudWatch, CloudFormation), IBM (Db2U, CP4D, OpenShift), Azure, GCP
Networking: Cisco iOS, subnetting, OSI, EIGRP, OSPF, BGP, VLAN, STP, NAT, DHCP, DNS, ACLs, VPN, VRF, Fibre Channel, IPS/IDS, WAN, Firewalls, PKI
Database: IBM Db2, MySQL, PostgreSQL, MongoDB, RDS, Aurora, DynamoDB, RedShift, TimescaleDB, InfluxDB