TANNER FILIP

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Education

Western Governors University — Computer Science

March 2018 – April 2020 (Expected)

- Bachelor of Science in computer science in-progress.

University of Northern Iowa — Political Science

August 2015 - November 2017

- Bachelor of Arts in political science partially fulfilled.

Experience

Mozilla — Volunteer Contributor

September 2008 - Present

As part of a global community of thousands of contributors, work to encourage growth of the Open Web and help further the Mozilla Manifesto
- Deploy and maintain applications and services on Amazon Web Services for a global community of over 10,000
- Maintain infrastructure for local Mozilla community websites
- Provided technical support for end users of Firefox through live chat and forums

University of Northern Iowa — Computer Technician

October 2016 - November 2017
- Configured, deployed, and supported systems at scale for Rod Library at the University of Northern Iowa, a regional comprehensive university of nearly 12,000 students.
- Provided support for all library patrons and employees, totaling approximately 350 Windows PCs.
- Triaged and assigned incoming tickets in Samanage Service Desk.
- Ensured system integrity and security.
- Repaired existing and deployed new systems as necessary.

Certifications

- Amazon Web Services Certified Solutions Architect (Associate) [Verify]
- CIW Site Development Associate [Verification upon request]

Skills

- Systems Administration/DevOps
  - Ansible, AWS, Docker, Linux, nginx, Terraform
- Scripting
  - Python, Bash, Ruby
- Technical support
  - General troubleshooting, log analysis, root cause analysis