

Sawyer Bristol

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Linux+, CompTIA (sawyer.services/linuxplus)	May 2025
Security+, CompTIA (sawyer.services/secplus)	June 2024
CCNA: Switching, Routing, and Wireless Essentials, Cisco (sawyer.services/ccna)	Oct 2020
Azure App Service Cong & Mgmt Specialist, Microsoft (sawyer.services/conf)	Apr 2023
Azure App Service OSS Specialist, Microsoft (sawyer.services/oss)	Apr 2023
IT Fundamentals (ITF+), CompTIA (sawyer.services/itfplus)	July 2020

WORK EXPERIENCE

Cloud Support Engineer Tier 2 Jun 2022 — Jan 2025
Tek Experts *Colorado Springs*

- Supporting Azure application deployments by utilizing the Azure App Services platform
- Debugging and resolving deployment and pipeline issues related to GitHub Actions and Azure DevOps
- Collaborating with customers to migrate and convert existing Rust, Python and C# applications to Azure serverless environments
- Analyzing logs and monitoring runtime issues in serverless and function environments, ensuring seamless performance for clients
- Proactively addressing customer challenges, resulting in consistent performance and earning a 5-star rating from each client every month over the past two years

Azure Support Engineer (User Management) Sep 2021 — Jun 2022
Tek Experts *Colorado Springs*

- Streamlined Azure tenant migration processes for customers, ensuring a seamless transition to new environments
- Exceeded customer expectations by adhering to recommended account safety configurations
- Acquired deep expertise in the Azure platform to bridge gaps between multiple Azure products and better support customer needs
- Successfully enhanced a training program, leading to a 15% increase in department-wide CSAT scores compared to previous months

Geek Squad Agent Jun 2022 — Aug 2022
Geek Squad / Best Buy *Colorado Springs*

- Identified hardware and software issues using diagnostic tools and troubleshooting techniques, ensuring accurate problem resolution
- Provided exceptional customer service by addressing inquiries, concerns, and technical questions with patience, professionalism, and clear communication
- Assisted clients in resolving issues promptly while maintaining high operational standards for Geeksquad's services
- Continuously updated knowledge on best practices to ensure efficient troubleshooting and problem-solving

PROJECTS

Maintainer, Icy Browser github.com/LegitCamper/icy_browser

- Used Iced-rs to create modular composable widgets to assist iced developers with embedding webpages/web views inside iced applications
- Leveraged CPU rendering into an off screen buffer to provide a smooth interface

- Interacted with Ultralight and Web Kit with Rust FFI to create safe abstractions over C based browser engines
- Used the Elm architecture to structure widgets in a idiomatic and event driven manner

Homelab

github.com/LegitCamper/homelab

- Reverse Proxy: Traefik securing services with automatic https redirection and ssl certifications via Lets Encrypt
- Security: Enhanced security with Crowdsec IDS and Crowdsec boucer ensuring all public facing sites are secured and monitored
- Networking: Separate Docker networks providing isolation for the internal and public facing networks
- Loki (Central Logging Service): Collects and stores detailed logs from various sources within the server, providing insights into container operations and system metrics.
- Prometheus: Aggregates metrics such as CPU usage, memory consumption, request rates, etc., offering a comprehensive view of system performance through these data points.
- Grafana (Dashboard Tool): Displays Prometheus data in visual charts and graphs, making it easier to monitor systems by presenting raw metrics in an accessible format.
- Monitoring and Alerting: Utilizes Loki's logs to send real-time alerts when issues arise, enabling quick identification of problems.
- Volumes and File Paths: Consistent volume management ensures that files are stored in predictable locations, avoiding conflicts or inconsistencies due to varied storage setups.
- Fedora Atomic/Ublue ucore: Provides a reliable robust platform reducing downtime associated update conflicts, or system behavior.

SKILLS AND INTERESTS

- **Programming Languages:** Bash, Rust, Golang, C, Python, Lua, Nix/NixOs
- **Deployment Technologies:** Kubernetes, Docker, GitHub Actions, Azure Dev Ops, Ansible, CI/CD
- **Networking:** Nginx/Traefik(HTTP & HTTPS, TCP & UDP routing), IPTables, Tailscale, Split DNS
- **Infrastructure:** AWS, Azure, Google Cloud, Digital Ocean
- **Interests:** Systems & Embedded programming, Cyber-security, and self-hosting