

# JOSH PLOUFFE

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## TECHNICAL SKILLS

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Systems:	Linux, Windows, Docker
Monitoring Tools:	Grafana, Prometheus, Loki
Development:	Docker Compose, Scripting, Workflow Automation, GitLab
Project Management:	Jira, Trello, Slack, PagerDuty
Networking:	POS Systems, Stripe Integration, LAN & WAN Technologies

## PROFESSIONAL EXPERIENCE

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### **Ziptrek Ecotours Inc.**

*Global IT Support Specialist*

Whistler, British Columbia, Canada

November 2021 - Present

- Provided onsite and remote IT support for three locations in Canada and New Zealand, ensuring seamless operations across global sites.
- Implemented a monitoring stack (Grafana, Prometheus, Loki) to enhance visibility and streamline troubleshooting.
- Managed Docker environments, including writing docker-compose files and resolving container issues using GitLab and Git.
- Installed and maintained Point of Sale (POS) systems integrated with Stripe for payment processing.
- Performed Linux and Windows system administration to ensure system reliability.

### **Demonware**

*Site Reliability Engineer*

Vancouver, British Columbia, Canada

April 2017 - March 2019

- Developed monitoring tools and business processes for large-scale networks supporting millions of concurrent users for Activision titles such as Call of Duty, Guitar Hero, and Diablo.
- Configured and maintained monitoring dashboards to provide company-wide system performance visibility.
- Designed Jira workflows integrated with Slack, Stackstorm, and PagerDuty to automate incident response, reducing remediation times.
- Authored process improvement documents reviewed by peers and integrated into monitoring systems.
- Researched and implemented Jira plugins to enhance executive-level reporting.

### **Demonware**

*Systems Administrator*

Vancouver, British Columbia, Canada

May 2013 - April 2017

- Managed IT service and hardware support for 4,500+ servers, supporting infrastructure for 50 million monthly active players and handling hundreds of thousands of requests per second.
- Facilitated communication between stakeholders and engineers during global incidents, ensuring swift resolutions.
- Streamlined data center hardware repair processes, reducing costs by 35% through process optimization.
- Led a team of contractors in Los Angeles to install 300 servers for a buildout supporting Call of Duty.
- Handled setup, migration, and consolidation of MySQL database backups and restores to maintain data integrity.

### **Whistler Blackcomb**

*IT Coordinator*

Whistler, British Columbia, Canada

September 2013 - April 2013

- Provided first-tier technical support for Whistler Blackcomb ski resort operations, ensuring efficient resolution of tech issues for staff and guests.

## COMPUTER SYSTEMS TECHNICIAN - NETWORKING (CSTN)

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**Georgian College**

Barrie, ON