

Tyler Molamphy

<https://www.linkedin.com/in/tyler-molamphy-39947615>

STAFF INFRASTRUCTURE ENGINEER | PLATFORM ENGINEERING | SRE / DEVOPS

Infrastructure engineer with 10+ years of experience operating Linux-based infrastructure, distributed systems, large-scale data-center environments, and service-provider platforms. Experienced in production reliability, incident response, outage mitigation, infrastructure automation,

CI/CD, observability, and security remediation. Hands-on experience operating Kubernetes and docker-based platforms across on-premises and AWS environments, with Prometheus and Grafana for monitoring and observability. Supported automated Ansible/CI deployments across 100,000+ endpoints and led security remediation across 50,000+ endpoints, resolving more than 20,000 vulnerabilities.

TECHNICAL SKILLS

- **Cloud & Container Platforms:** On-Premises Infrastructure • Hybrid Cloud • AWS • Linux/Unix • Windows Server • Docker • Kubernetes
- **Automation & Configuration:** Terraform • CI/CD • Infrastructure Automation • Configuration Management • Automated Platform Operations
- **Metrics & Monitoring:** Prometheus/VictoriaMetrics • Grafana • Zabbix • SolarWinds • Performance Analysis • Production Troubleshooting
- **Networking:** IP Networking • Routing & Switching • BGP • OSPF • VLANs • Network Architecture • DAA • vCMTS • DOCSIS • R-PHY
- **Reliability & Operations:** Incident Response • Outage Mitigation • Root Cause Analysis • High Availability • SLA Operations • 24/7 On-Call
- **Security:** Vulnerability Management • Patch Management • Security Remediation • IDS/IPS • Firewall Administration • Disaster Recovery

PROFESSIONAL EXPERIENCE

Platform Operations Engineer 3 — Comcast Cable | 2022–2026

- Supported national-scale **vCMTS and Remote PHY (R-PHY)** infrastructure as part of the DAA Platform Operations team, maintaining availability and stability across a large service-provider broadband environment.
- Operated production **Kubernetes** platforms built on **containerd** on **Ubuntu Server** across both **on-premises and AWS** environments.
- Monitored and supported automated **CI deployments across 100,000+ endpoints**, triaging deployment failures and service-impacting issues across a highly automated, geographically diverse production environment.
- Supported an automation architecture in which Ansible playbooks and network configurations are **dynamically generated through templating**, providing operational oversight of large-scale CI-driven deployments rather than manual configuration management.
- Leveraged **Prometheus and Grafana** for production monitoring, issue detection, metrics analysis, performance troubleshooting, incident investigation, and root-cause isolation.
- Owned identification, triage, mitigation, and resolution of customer-impacting production incidents involving automation failures, software defects, and hardware faults under strict SLA requirements.
- Participated in a 24/7 on-call rotation, responding to critical incidents and driving issues through mitigation and resolution.
- Conducted training and knowledge-transfer initiatives for new team members, improving onboarding and operational continuity.

Lead Engineer — FBP Managed Network Services | 2020–2022

- Served as technical team lead during organizational growth, establishing **operational standards, service-delivery processes, and technical best practices**.
- Mentored Tier I and Tier II technicians through technical guidance, structured training, and escalation support.
- Planned and executed infrastructure improvement projects spanning network modernization, security enhancements, cloud service implementations, migrations, and risk reduction initiatives.
- Established service-excellence standards that contributed to sustained client satisfaction, including 100% NPS across multiple reporting periods.

Systems Engineer — Handy Networks LLC | 2014–2020

- Operated and supported a private datacenter environment hosting approximately **10,000 customer servers**, providing infrastructure for SaaS applications, websites, and other production workloads.
- Provisioned, configured, and maintained customer systems across **Windows Server and CentOS Linux**, supporting production availability, performance, security, and lifecycle management.
- Built and maintained infrastructure automation, including **Ansible playbooks**, to standardize system administration and reduce repetitive operational work.
- Managed automated infrastructure monitoring through **Zabbix**, using detection and alerting to identify system and availability issues and drive rapid incident response.
- Served as a primary escalation point for customer-impacting infrastructure incidents, troubleshooting server, operating-system, networking, and application-level issues to restore service.
- Served as an SME for MSP operations, including RMM platform deployment, vulnerability management, patching, and security remediation.
- Supported infrastructure projects for **VPS hosting resellers, school districts, universities, airports, and transit authorities**, adapting solutions to varied technical and operational requirements.
- Led a vulnerability remediation initiative spanning **50,000+ endpoints across 25+ higher-education institutions**, serving more than **875,000 students worldwide**. Created a custom solution that resolved **20,000+ security vulnerabilities** within the client's expected timeline.