

# Tara Larsen

Lafayette, California USA | 530-559-4863 | [talarsen74@gmail.com](mailto:talarsen74@gmail.com) | [talarsen.com](http://talarsen.com) | [LinkedIn](#) | [GitHub](#)

## PROFESSIONAL SUMMARY

IT professional skilled in implementing CI/CD pipelines, process automation, and system optimization, I excel at enhancing reliability and performance in fast-paced environments. With experience in stakeholder analysis and API integrations, I drive collaboration and efficiency in technology-driven projects to achieve strategic goals and operational excellence. Eager to grow my technical skills, I am committed to building scalable infrastructure that supports long-term growth and innovation. **Highlights include:**

- **Technical Specialist at Major League Baseball:** Spearheaded the adoption and standardization of incident management tools across cross-functional teams, increasing process efficiency by 15% and improving team onboarding by 30% through documented best practices and streamlined training materials
- **Site Reliability Fellow at Major League Hacking:** Enhanced system visibility and reduced downtime by 20% through effective collaboration, monitoring and troubleshooting.
- **Software Developer Intern at Indeed.com:** Assisted in the implementation of a new customer-facing SaaS feature by collaborating with cross-functional teams, contributed to code reviews and testing phases, which improved user engagement by 20%.

## RELEVANT SKILLS

- **Languages & Frameworks:** JavaScript, TypeScript, Python, HTML5, CSS, React.
- **Tools:** Salesforce, ServiceNow, Jira, Linux, Grafana, Docker, K8s, GitHub, AWS, Google Cloud, Terraform, Jenkins, Datadog, Git
- **Project Management:** Requirements Gathering, Process Documentation, Collaboration

## CERTIFICATIONS

- **Google Cybersecurity Credential** - Security Management Frameworks | Network Security
- **Six Sigma Scrum Master Certi** - Waterfall | Agile | Scrum
- **Amazon Web Services Certification** - Cloud Practitioner | Cloud Security

## WORK EXPERIENCE

### Major League Baseball

#### Technical Specialist SRE Intern(40+ hours per week)

Remote

June 2023 - May 2024

- Extended the internship twice due to outstanding performance and contributions to the Site Reliability Team.
- Boosted adoption of a incident management SaaS platform(FireHydrant) by 30% through; facilitating meetings, onboarding internal teams(engineering, sales, marketing), implementing third-party API integrations(PagerDuty, GitHub, DataDog, Slack, Zoom), identifying escalation points, creating ServiceNow tickets and tracking tasks in Jira.
- Automated GitHub pull request processes and issue templates for the Site Reliability team, reducing their internal code review turnaround time by 20% and increasing issue resolution efficiency by 15%.
- Improved observability metrics by 90% by executing a comprehensive audit and refactored Grafana dashboards for seamless integration with the Google Cloud Prometheus data source.
- Ensured 100% PCI compliance in Datadog by collaborating with the Information Security team to configure event management SIEM tools(Sumo Logic) and role-based access controls.
- Utilized Terraform to automate infrastructure provisioning, ensuring consistent environments; collaborated with engineers to document configurations, enhancing system reliability.

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## WORK EXPERIENCE - Continued

### Major League Hacking

Remote

#### Site Reliability Fellow(40+ hours per week)

September 2022 - January 2023

- Increased system visibility by 90% by orchestrating Docker container monitoring, alerting, and visualization using Prometheus and Grafana.
- Engaged in an intensive learning journey focused on Linux, shell scripting, Python scripting for data analysis and automation, completing over 100 hours of hands-on training.
- Collaborated with Google engineering teams to streamline critical systems' operations by reducing downtime by 20% through troubleshooting and implementing scalable solutions.

### Indeed.com

Remote

#### Software Developer Intern(40+ hours per week)

January 2021 - August 2022

- Leveraged Jira to effectively manage and resolve tickets, leading to a 20% reduction in the overall backlog and ensuring timely achievement of project milestones.
- Assisted in the deployment of internal automation of workflows(Jenkins) by collaborating with engineering and product teams, conducted code reviews and QA testing(Cypress and JUnit) , resulting in a 25% reduction in task completion time and a 15% increase in team productivity.
- Developed customer-facing features, enhancing user experience with responsive interfaces built with React, TypeScript, and CSS, resulting in a 15% increase in user engagement across platforms.

### Planned Career Transition Break

June 2014 - January 2021

- Completed Bachelor of Science in Information Technology and Techtonica.org software engineering program
  - Cared for family
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## PREVIOUS EXPERIENCE

### Classroom STEM Teacher, Pleasant Ridge School District(40+ hours per week)

- Utilized project management software, applied Agile methodologies and Waterfall techniques, while multitasking across multiple projects and implemented budget tracking tools.
- Implemented Lean Six Sigma principles, conducted data analysis using MS Excel and Google Sheets, applied process mapping techniques, and used performance metrics to drive improvements.

## EDUCATION

- **University of Massachusetts Lowell** - Bachelor of Science, Information Technology
- **California State University, Chico** - Bachelor of Science, Recreation Administration

## PROJECTS

- [Major League Hacking Portfolio Template](#) - Hackathon Winner | Python Flask | Jinja | Javascript