

AARON BERMAN
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Streaming Support Engineer | Media Operations | Production Support

Streaming Support Engineer supporting live and VOD platforms for 25+ customers, including VIP accounts. Owns incident triage, customer escalations, observability (Splunk, Grafana, Observe, JSM), and production access via AWS SSM. Improved MTTM and MTTR by more than 5% and cut average response time by at least 5 minutes. Builds internal troubleshooting tools (web and Android players, Python API scripts) and maintains Git-based customer configs. B.S. Computer Science, Cybersecurity minor, Cum Laude; U.S. Marine Corps veteran. Portfolio: github.com/AaronBerman

EDUCATION | RELEVANT COURSEWORK

Bachelor of Science, Computer Science (Cybersecurity minor), Cum Laude; Old Dominion University - 2020
Associate of Science, Computer Science; Tidewater Community College - 2014

Networked Systems Security | Information Assurance
Computational Methods and Software | Operating Systems
Cybersecurity Fundamentals | Cryptography for Cybersecurity
Object-Oriented Programming Design | Introduction to Software Engineering
Principles of Programming Languages | Advanced Data Structures and Algorithms
Introduction to Discrete Structures | Introduction to Unix for Programmers

TECHNICAL COMPETENCIES

Streaming & Incident Response: Live Streaming, VOD, Incident Management, OIR, RCA, VIP Customer Support
Observability: Splunk, Grafana, Observe, Jira Service Management (JSM), Log Analysis
Automation & Scripting: Python, APIs, Bash, Regex, Kiro
Systems: Linux, Unix, macOS, Windows 10/11, AWS Systems Manager (SSM), Docker, Git
Collaboration: Jira, Confluence, Slack, Microsoft Teams
Security: Information Assurance, Network Security, Access Management, Risk Management
Methods: Agile

PROFESSIONAL EXPERIENCE

Uplynk (formerly Edgio)	September 12, 2023 - Present
Streaming Support Engineer	
Support 25+ streaming customers, including 3 VIP accounts; lead weekly/bi-weekly syncs for one VIP customer	
Reduced MTTM and MTTR by more than 5% and average incident response time by at least 5 minutes	
Triage and drive 25+ high-priority incidents with customer communications and development escalations	
Write and edit Official Incident Reports (OIRs) and Root Cause Analysis (RCA) documents for major incidents	
Investigate production issues using Splunk, Grafana, Observe, and Jira Service Management (JSM)	
Access production hosts with AWS SSM Session Manager on macOS/Unix during live incidents	
Built internal web and Android video players to reproduce and isolate live/VOD playback defects	
Maintain Git-based customer configuration for 4+ accounts and Python API scripts for troubleshooting	

automation

Delivered 10+ Technical Knowledge Shares (TKS) on runbooks, tooling, and recurring failure modes

Northrop Grumman - Joint Knowledge Online (JKO)

October 2022 - September 12, 2023

Programmer Analyst

Supported JKO e-learning platform by debugging course and player defects in HTML, CSS, JavaScript, and TypeScript

Tested course packages for functional defects and browser/player compatibility before release

Documented front-end defects for content and engineering remediation

TE Connectivity - Hampton, VA

2006 - 2018

Assembler IV

Performed component-level troubleshooting on microelectronic devices using schematics and technical drawings

Wrote programming modules for equipment test simulation and quality assurance

Documented sensor failures with data and imagery for engineering and QA review

U.S. Marine Corps - Cherry Point, NC

2001 - 2006

Aviation Radar Repair - E4 Corporal

Supervised teams of 5 to 8 on training and maintenance of 2 mobile radar systems

Performed component-level maintenance on sensitive electronic systems, including Operation Iraqi Freedom support

Earned two meritorious promotions; received Certificate of Commendation and Meritorious Mast