

Heston Scott Hamilton

Experience

Client Operations Engineer - Edgio, Scottsdale, AZ

Nov 2021 – Jan 2025

Supported high-profile live streaming events, ensuring SLOs/SLIs across complex distributed systems.
Optimized deployments across Linux-based infrastructures with strong focus on performance and reliability.
Partnered cross-functionally with SMEs to improve caching logic and delivery architectures.

Web Security Analyst II - Sitelock LLC, Scottsdale, AZ

May 2021 – Oct 2021

Diagnosed and resolved malware infections for web applications.
Built automation tools for ticket triage and reporting, improving operational efficiency.
Ensured SLA compliance while maintaining high-quality client support.

Production Control Analyst II - Early Warning Services, Scottsdale, AZ

November 2019 – January 2021

Web Advisor I-III - Endurance International Group, Tempe, AZ

Nov 2017 - November 2019

Troubleshoot advanced issues in Linux hosting environments for thousands of clients.
Authored documentation and training materials for internal and client use.
Provided escalated support for high-priority accounts and internal teams.

Technical Skills

- Languages & Scripting: Python, Bash, C++
- Systems & Networking: Linux (Admin), DNS, BGP
- Data & Infra: MySQL, Apache/NGINX, Hadoop, Spark, cPanel
- Performance: CDN Architecture, Caching, Monitoring/Alerting (Zabbix/Grafana)
- Soft Skills: Clear Communicator · Self-Motivated · Strong Time Management

Education

Arizona State University (*Graduation expected May 2026*)

B.S. in Computer Science

Maricopa Community Colleges (*Aug 2022 – May 2024*)

4.0 GPA

Mountain View High School (*Graduated May 2012*)

Honors Graduate · Provost Award Recipient