Theo Kim Junior Platform Engineer

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PROFILE SUMMARY

- **Junior Platform Engineer** with **2 years** on the developer platform team at **Asana**, after 2 years in IT support and junior DevOps at Better.com, working on **Backstage**, Kubernetes and CI/CD.
- Works with **Backstage** and TypeScript plugins, **Amazon EKS** and Helm, **GitHub Actions** and Argo CD, **Terraform** modules, and **Go** and Python for small CLIs and scripts.
- Knows **service templates**, **namespace setup on shared clusters** and **build time tracking**, and is learning **Crossplane** on the team's self-service database project.
- Works with the senior platform engineers and the **app teams** who use the platform, answers questions in the **platform help channel** on Slack and sits in on user interviews twice a quarter.
- Wrote the **getting started guide** for new services in TechDocs and keeps the **template changelog**, so teams know what changed before they upgrade.

TECHNICAL SKILLS

Developer Portals & Templates:	Backstage, Backstage Software Templates, TechDocs, TypeScript plugins
Kubernetes & Containers:	Kubernetes, Amazon EKS, Helm, Docker
CI/CD & GitOps:	GitHub Actions, Argo CD
Infrastructure as Code:	Terraform, Crossplane (learning)
Cloud Platforms:	AWS (EKS, S3, IAM)
Policy, Security & Secrets:	HashiCorp Vault, Kyverno (basics), Trivy
Languages & Observability:	Go, Python, TypeScript, Prometheus, Grafana

EDUCATION

The Linux Foundation — Certified Kubernetes Application Developer (CKAD) — Online · Mar 2025

San Francisco State University — B.S. in Computer Science — San Francisco, CA · Aug 2018 to May 2022

WORK EXPERIENCE

Asana — Junior Platform Engineer — San Francisco, CA · Oct 2024 to Present

- Built a **Backstage** Software Template for new Go services that sets up the repo, Helm chart and GitHub Actions workflow, and **23** new services started from it in its first 6 months.
- Wrote a **Backstage** plugin in TypeScript that shows each service's last deploy and open alerts on its catalog page, now opened by around **300** engineers each week.
- Automated namespace setup on the **Amazon EKS** clusters with a Helm chart for quotas, network policies and RBAC, cutting a new team's wait for a namespace from 3 days to **20 minutes**.
- Moved 40 services from custom deploy scripts to **Argo CD** applications with health checks and automatic sync, cutting failed deploys on those services from 9% to **3%**.
- Set up a **Grafana** dashboard of build time and deploy frequency per team from GitHub Actions data, which found the slowest test jobs and helped bring median CI time from 18 to **11 minutes**.

Better.com — IT Support and Junior DevOps Engineer — New York, NY (remote) · Jun 2022 to Sep 2024

- Wrote **Terraform** modules for the S3 buckets and IAM roles app teams asked for most, so **70%** of those requests were filled from a pull request instead of a ticket.
- Moved app secrets out of environment files into **HashiCorp Vault** for **25** services, with a one-page how-to for each owning team.
- Surveyed the 6 engineering teams on their worst tooling problems and used the answers to pick the first automation tasks, which cut repeat support tickets by **35%**.