

Mason Wagner

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SKILLS & QUALIFICATIONS:

- **Programming Languages/Skills:** C/C++, JavaScript (Node.js/React), Bash/PowerShell, Python, Data Querying (SQL/DQL/SPL)
- **Technologies:** Cloud Platforms, APIs, Git, Automation/Orchestration tools, Containers, Linux/Windows OS, Server-less Computing
- **Certifications:** Dynatrace Associate, Splunk Core Certified Power User

PROFESSIONAL EXPERIENCE:

Cummins Inc. (75,000 Employees Globally)

Jun 2017 - Present

Key Accomplishments:

- Grew Dynatrace user base to over 1000 members through training and outreach programs
- Planned and deployed infrastructure for the collection and forwarding of monitoring data from global applications to a SaaS tenant, enhancing data accessibility and improving site reliability
- Enabled critical supporting processes for the Dynatrace monitoring tool, including SSO authentication, establishment of RACI matrices, and creation of a robust support model
- Optimized onboarding time of application monitoring data by automating key processes using tools such as APIs, middleware, and DevOps pipelines
- Deployed monitoring agents and assigned unique metadata to 5,000 servers globally, ensuring consistent monitoring coverage

Senior Enterprise Monitoring Analyst - Philadelphia, PA

Jan 2022 - Present

- Implemented new monitoring capabilities based on needs from application owners
- Collaborated with stakeholders to gather SLIs/SLOs, assist with configuration, and ensure maximum value is realized from observability tools
- Designed solutions to automate monitoring instrumentation, enhancing operational efficiency
- Created integrations between Observability, CMDB, Service Management, and DevOps/AIOps tools
- Planned application observability roadmap, ensuring alignment with business priorities, and presented outcomes to leadership team
- Lead a seven-member support team in daily operations, quality control, and project management
- Managed escalations and troubleshooting to ensure timely issue resolution
- Maintained vendor relationships to stay informed and ensure tool support
- Partnered with application support teams to resolve major application issues using monitoring tools
- Participated in post-incident root cause analysis meetings to mitigate repeat issues
- Created automatic reporting to give application owners regular insights on application health
- Developed documentation and created standards and best practices for observability

PLM Technical Analyst - Columbus, IN

Jun 2017 – Jan 2022

- Enabled monitoring for PTC Windchill application, improving system reliability
- Provided project support including building instances, refreshing environments, and migrating data
- Modeled solutions for enhancements to PTC Windchill instances, aligning technical capabilities with business needs

EDUCATION:

Southern Illinois University, Carbondale, IL

Grad. May 2017

B.S. Computer & Electrical Engineering – Summa Cum Laude

VOLUNTEERISM:

Provide weekly mentorship to George Washington Carver HS Robotics Team

Sep 2024 - Present