

JENNIFER PICADO

DevOps Engineer · Reliability, delivery, ops documentation

504.510.1878 • jv@darkheartlabs.technology • [linkedin.com/in/darkheartlabs](https://www.linkedin.com/in/darkheartlabs) • github.com/jv-darkheartlabs

Remote · async · global

EXPERIENCE

Dark Heart Labs

2015 – Present

DevOps Engineer — Independent · Remote

- Built focus-guard, an Envoy Rust dynamic module that enforces a retry threshold (default 3) before a local 429 overload response; 12 unit tests and explicit pass/throttle headers.
- Operated hosting, registrar DNS, and mail authentication (SPF, DKIM, DMARC); wrote runbooks so the next similar incident did not start from zero.
- Built CI-tested delivery scaffolds: GitHub Actions, Docker, Terraform validate, and Kubernetes manifests.
- Published photo-snail-intel, unofficial Intel/x86_64 build scripts for an arm64-only upstream, with Intel-specific setup notes.

365 Connect LLC

2003 – 2015

Web Developer — On-site 2003–2007 · remote 2007–2015

- Kept a property-management platform (WordPress, Drupal) shipping across a 12-year tenure, including remote years 2007–2015.
- Converted recurring outages into internal notes so the same failure was not re-explained from scratch.
- Implemented responsive CSS and JavaScript so layout and interaction held across devices.

SELECTED WORK

- focus-guard — Envoy Rust retry throttle; 12 unit tests. github.com/jv-darkheartlabs/focus-guard
- photo-snail-intel — unofficial Intel/x86_64 build helper. github.com/jv-darkheartlabs/photo-snail-intel
- Linux hardening lab — Ansible examples, markdown evidence reports, and CI (private; available on request).

SKILLS

Reliability

Linux · Rust · Envoy · DNS · SPF/DKIM/DMARC

Delivery

Git · GitHub · GitHub Actions · Docker · Terraform · Kubernetes manifests · CI · Python

Ops

Ansible · Hosting · Incident notes

EDUCATION

Herzing University — Bachelor of Science in Cybersecurity (coursework complete; conferral pending)

PROFESSIONAL DEVELOPMENT

RHCSA (EX200) — Studying; exam date to be determined