

# Zachary Giacomarro

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Systems Programmer | Infrastructure Engineer

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## CORE COMPETENCIES

- Programming Languages: C/C++, Java, JavaScript, Python, SQL
- Messaging & Streaming: ActiveMQ, Kafka, HiveMQ, MQTT, IBM MQ, Red Hat Fuse
- Operating Systems: RHEL & Debian/Ubuntu, Windows
- Cloud & Containerization: Docker, Kubernetes, OpenShift
- Monitoring: Prometheus, Grafana, strace, perf
- DevOps & Automation: Ansible, Bash, CI/CD (GitOps)
- Networking & Protocols: TCP/IP, TLS, HTTP/HTTPS, REST, load balancing
- Databases: MySQL, SQL Server, Stored Procedures

## PROFESSIONAL EXPERIENCE

**Middleware Systems Engineer** | United Parcel Service – Mahwah, NJ **March 2023 - present**

- Engineer and maintain 1200+ ActiveMQ, HiveMQ and IBM MQ messaging brokers supporting 450k + msgs / sec across 3 data centers, achieving 99.99% uptime and efficiency.
- Automation of broker provisioning, configuration management, health monitoring and upgrades, cutting down on release times by over 70%.
- Development and maintenance of Java JMX tools used to interact with brokers for data monitoring, real-time alerting and capacity monitoring.
- Evaluate 4 vendors' products to provide solutions to legacy in-house package management software with long term scalability in mind. Reduced POC cycle by 30%.
- Led MFA rollout via Keycloak & Azure AD, securing broker access without downtime.
- Provide 24/7 on-call rotation support to applications; averaging <15 min response on incidents.

**Information Services Management Co-Op** | United Parcel Service – Mahwah, NJ **October 2022 - March 2023**

- Development and maintenance of web applications written in Java and HTML/CSS/JS/jQuery utilizing Spring Boot, Spring MVC and Spring JPA compiled with Maven; deployed on Linux.
- Conduct monthly Linux server patching for RHEL servers hosting messaging broker installations.

## PROJECTS

**Queue Latency Monitor – Java JMX Toolkit (2025)**

- Developed JMX client exporting 'OldestMessageAge' on 10k + queues to CSV/email; MTTR on slow-consumer incidents dropped 75% (2 h → 30 min).

**Broker MFA Integration – Keycloak + ActiveMQ (2024)**

- Implemented Keycloak SAML/OIDC on 1200+ brokers to enforce MFA for 600+ users across 3 environments; automated broker configuration file implementation through Ansible.

**Certificate-Expiry Dashboard – Java / MySQL / Grafana (2024)**

- Built collector & stored procedures to ingest TLS cert data from 1200+ brokers weekly; surfaced expiries in Grafana, eliminating surprise outages and shrinking renewal times using accurate data.

**ServiceNow Alert Suppression Automation – Python / MySQL (2023)**

- Scripted API & stored-procedure flow that bulk-creates suppression tickets, cutting manual entry time 95%.

## EDUCATION

**Bachelor of Science in Computer Science**, William Paterson University – Wayne, NJ

**2018 - 2022**

## PROFESSIONAL ORGANIZATIONS & COMMITTEES

**UPS IT Hackathon Steering Committee**

**2022 - 2025**

- Planned infrastructure, scheduling and management for 500+ participants annually, coordinated pre-event vendor labs (Microsoft, Google), and ran 24 h events overnight providing assistance to participants on premises.

**IEEE – Computer Society & Young Professionals member since 2022**