

## Overview

I am a *deep generalist* (broad knowledge, deep capabilities) in search of a role that combines operating system, network, application, and security troubleshooting, as well as wholistic system optimization and scaling.

## Experience

2024 - present      Cisco Systems      Frisco, TX (remote)

*Site Reliability Engineer*

- Building new FedRAMP-compliant environments
- Re-implementing existing services as FedRAMP-compliant services with applicable controls
- Executing in Moderate and High Impact Level environments

2022 - 2024      Schmoll Systems LLC      Frisco, TX (remote)

*Principal*

- Developed Go-based cloud resource & systems management software
- Managed cloud resources for many clients

2020 - 2022      Salesforce.com (MuleSoft)      Santa Fe, NM (remote)

*Principal Site Reliability Engineer*

- Ensured stability of FedRAMP Moderate impact level, GovCloud-hosted environments
- Drove uplift of environment to FedRAMP High impact level
- Handled day-to-day operational tasks, incidents, and post-mortem remediation follow-ups

2018 - 2020      Subsplash      Santa Fe, NM (remote)

*Senior Site Reliability Engineer*

- Migrated many Go-based microservices to Kubernetes (EKS in AWS)
- Automated microservice deployment to Kubernetes using Terraform and GitLab CI
- Facilitated consolidation of several acquisitions into existing systems and networking infrastructure
- Ensured secure and PCI-DSS-compliant environment for financial transactions

## Tools

- > **Cloud:** AWS, GCP
- > **OS:** Linux, FreeBSD, OpenBSD, macOS, ESXi
- > **OS Tool:** strace, ktrace
- > **Net Platform:** Cisco IOS, JunOS, FortiOS, Meraki, Check Point
- > **Net Tool:** tcpdump, haproxy, WireGuard, VXLAN
- > **Deployment & GitOps:** git, Jenkins, GitLab CI, GitHub Actions, Nomad, Terraform, Kubernetes, EKS, GKE
- > **Security:** HIDS, LIDS, OSSEC
- > **Monitoring:** Grafana, Splunk, Nagios, Xymon, Zabbix, Filebeat, Prometheus, Elasticsearch
- > **Filesystems:** ZFS, ext4, XFS
- > **Persistence:** MySQL, Percona, MariaDB, PostgreSQL, memcached, Redis
- > **Compliance:** PCI-DSS, FedRAMP (“govcloud”)
- > **Code:** Golang, PHP, Ruby, shell/bash, Python, Java, Django, Rails

**2013 - 2018**                      **Salesforce.com (Pardot)**                      **Seattle area, WA (remote)**

*Lead Site Reliability Engineer & Infrastructure Security Engineer*

- Followed site reliability best practices for maximum consistency, stability, and performance
- Ensured systems are compliant with Salesforce Trust standards
- Worked with dynamic environment heavily influenced by developers
- Managed environment with heavily automated deployment infrastructure using Chef & Terraform
- Met the needs of developers deploying code to production multiple times per day

**2012 - 2013**                      **ServiceNow**                      **Kirkland, WA (hybrid)**

*Performance Engineer*

- Troubleshot production application performance issues
- Researched database performance improvements for thousands of MySQL database engine instances
- Tested various hardware combinations for optimal price-performance business return

**2007 - 2011**                      **SAP Concur**                      **Redmond, WA (hybrid)**

*UNIX Systems Engineer II*

- Deployed and managed more than 100 Red Hat Enterprise Linux systems supporting diverse functionality, all within a two-person team
- Supported development team and data mining initiative with deployment and maintenance of a heavily-loaded Hadoop cluster
- Managed Active Directory deployment in 1300-server, multi-site environment

**2004 - 2005**                      **Breakwater Security Associates**                      **Seattle, WA (on-site)**

*Network Security Engineer*

- Pioneered an internal migration from Microsoft Exchange 5.5 to Exchange 2003
- Assisted clients with system modifications and updates
- Responded to network and system outages under strict Service Level Agreements

## Education

**9/2005 - 6/2008**                      **University of Washington**                      **Bothell, WA**

*Attained Bachelors of Science in Computing & Software Systems*