
Isaac Uribe – DevOps consultant / solutions engineering

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DataArm - www.dataarm.com

Various clients like "Sportsbet.com.au" and "ICANN"

DevOps consultant / solutions engineering (2015/08 - to date)

- I analyze the "status quo" of development and operations processes and suggest/implement improvements to save time and money. A lot of coaching, training, documentation, presentations, writing POC (Proof-of-concept) labs and troubleshooting around continuous delivery pipelines and general automation using Puppet/Ansible, Bamboo/GoCD, Docker/AWS/VMWare/Vagrant, Python/Bash or whatever tool that is right for the job.
- Monitoring must give you valuable, timely and relevant information, not just be a burden and whine so frequently that it ends up being like the "boy who cried wolf", I implement "smart" monitoring strategies where the on-call engineer from the appropriate team gets a single aggregated message with valuable insight like: "25 servers are failing because a storage volume is offline in the west data center, this will impact the X business service within 2HRS, talk to Y manager to arrange for a fix and check ticket 123 for troubleshooting instructions" (automatic documentation of infrastructure and their relationship with business services/processes and people using graph theory, e.g. Neo4j, Linkurious, D3.js; integrated with all the standard monitoring tools, status pages, voice/mail/SMS/NOC escalations, on-call schedules, org charts, ITSM systems, intranet / wiki / knowledge management systems and DevOps processes).

ICANN - www.icann.org

Registry monitoring engineer (2013/06 - 2015/08)

I implemented the system that monitors the top level domain registry operators (DNS, DNSSEC, Whois, RDAP and EPP) from dozens of locations around the world (hybrid self-hosted and AWS) to provide technical evidence of compliance to agreed SLRs (a massive Zabbix/Linux system with terabytes of in-memory MySQL data). I developed a world map view of our probes around the world for troubleshooting and real time display of results (D3.js, TopoJSON and Node.js).

SUSE - www.suse.com

"BBVA Multinational banking group" and Mexico's largest retailer "Liverpool" accounts

Data center solutions' consultant (2011/08 – 2013/04)

- I worked on-site with my customers to find difficult spots within their architecture and propose/implement solutions to achieve high availability and redundancy, like using OpenLDAP's proxy+cache mechanisms at branch offices' LDAP servers to stop network connectivity problems from disrupting daily operations or implementing clustering solutions for critical banking applications (Xen, DRBD, Oracle RAC).
- A big chunk of the work was implementing POC labs, presentations, demonstrations and follow-up on technology implementation projects.

Network Information Center MX - www.nic.mx

IT Service continuity manager (2009/08 - 2011/07)

- I led software developers and system administrators in several projects to guarantee IT services could be recovered in case of a disaster, within required timescales and with minimal impact on operations.
- My work allowed the company to develop disaster recovery planning mechanisms and use them for maintenance windows, switching all operations and network traffic between data center locations, letting us work within the off-line data center for as long as necessary to upgrade hardware, networking gear, software and run tests before resuming operations. At the end the process was so reliable and easy that we would run it in under 4HRS every month and operate from different data centers for weeks at a time.

Configuration manager (2008/04 - 2009/07)

- Management of all things/configurations, ensuring change control and consistency (bringing ITIL best practices to the software development and release processes within the IT department). My managers were able to go on holidays and long weekends, I brought down the rate of alerts in production by 85%.

Systems administration tester (2006/01 - 2008/03)

- Reading/understanding RFCs (EPP, DNSSEC) and obscure parts of code (kernel memory management, garbage collection, network stack) to write and execute performance, load, stress and regression tests (lots of Perl/Python/BASH scripting and some Erlang); I was responsible for the last go/no-go and right-sizing recommendation for every release, a sort of Linux sysadmin and research/architect role.
- I developed a system that fully automated the creation of environments for testers, developers and system administrators (self-service, literally we only needed to push a single button), it included a copy of all production systems (e.g. Oracle RDBMS, in-house Java apps running on top of Tomcat and a collection of third-party apps in all flavors and colors of the rainbow), that was a lot of Puppet, scripting and developing APIs; it proved to be so useful that was later used as a foundation for continuous delivery and disaster recovery.

IQ-ZONE / Fundación Paisano - www.iq-zone.com

Software Analyst Manager (2005/05 - 2005/12)

- I led a team of engineers who implemented web applications, mostly APIs to integrate our social networking and e-commerce platform with third-party companies (web services, SOAP, XML and handling network failures).
- Being a startup company, it also meant that I was wearing the “DevOps engineer” and owned the Linux support for our Rackspace - hosted private cloud that enabled my team to do automatic releases.

Effem México / Mars / IS1 - www.effem.com / www.is1.com

Support business process analyst (2004/02 - 2005/05)

- Rotating shifts are hard on your health, so a day-only supervisor role was welcomed, most of my time was spent solving complex problems escalated from the rotating shifts.
- I was part of the training team and went to Brazil to oversee the migration of LATAM support operations
- I designed a collaboration and inventory system (Linux, Apache, MySQL, Perl/Bash, WMI, VisualBasic); providing a central point for documentation and cross-platform management for support engineers.

IT infrastructure and operations support engineer (2003/02 - 2004/01)

- Rotating 12HRS shifts, supporting all aspects of the factory operations' infrastructure (a combined NOC and first level response engineer role, owning all problems until a solution was provided).
- I implemented a monitoring system using Nagios and Perl in order to have a single screen of the whole infrastructure's health status; I also developed a CGI web application where support personnel could do live troubleshooting, that saved my team a lot of 15min. walks to remote places of the factory.

ABC Marketing - www.abcmarketing.com.mx

Project Manager (2001/11 – 2002/12)

I lead the successful implementation of a collaboration portal and standardized their ITSM tools and processes, this was a small IT team, so the role was more like a Technical Project Manager, many times I had to get my hands dirty to solve complex problems (authentication, integration with HR systems, etc.)

LaEnciclopedia.com - www.laenciclopedia.com

Systems analyst (2000/07 – 2001/05)

I wrote “integration” software to make these beautiful educational Macromedia Flash applications work on top of Visual Basic forms and talk to a Microsoft Access database running from a read-only live CD while storing all dynamic data in the Windows registry. I automated the continuous delivery process (a very “green” field that included creating specialized DLLs, installers, automation for Windows with batch scripts and “provisioning” of servers using base “templates” through Ghost imaging).

Courses, certifications and talks:

Zabbix conference

- [Monitoring the Internet: when 6 millions of triggers is not enough](#)

Cloud operations

- AWS solutions architect - Udemy

Linux Professional Institute

- Certified Linux professional (LPI000132837 - <https://cs.lpi.org/caf/Xamman/certification>)

Novell

- Certified Data Center Technical Specialist (CLA-LPIxpzzswhq4q - <http://www.novell.com/community/cert>)
- PlateSpin Administration with Recon, Migrate and Protect

SUSE

- Certified Linux Administrator (CLA-LPIxpzzswhq4q - <http://www.novell.com/community/cert>)
- SUSE Certified Linux Professional (ID 10146905)

Administration

- The science of leadership - Udemy
- ITIL Foundation - Udemy
- High performance teams, leadership
- Customer service
- Time management, meetings management
- Effective communications strategies, interviews

Security

- ISO/IEC 27001
- Linux security and hardening - Udemy

Quality – Testing & development

- Agile development / Certified SCRUM Master (Member: 000341345 - <http://www.scrumalliance.org>)
- ISO 9001:2008
- IBM Rational software: Principles of software testing for testers

DNS

- Advanced DNS administration

Databases

- Oracle PL/SQL Programming
- Oracle Administration Workshop
- Oracle Backup and Recovery
- Oracle Performance tuning

Networking

- Cisco BSCI (Building Scalable Cisco Internetworks)
- Cisco BGP (Configuring BGP on Cisco Routers)

Mail

- Microsoft Exchange Installation and Administration