Andy Boutté

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DevOps Engineer

Task oriented DevOps Engineer with a determination for increased efficiency utilizing infrastructure as code and configuration management automation. Works well in a multitasking environment, and as a team member. Known as the "go to" person for technological advice and problem solving. Organized and thorough in finding solutions, and adept at taking large multifaceted troubleshooting issues and breaking them into small manageable steps. Committed to a career in DevOps to further my knowledge and experience in this exciting industry.

Technical Expertise

- AWS services including EC2 (EC2, SG, ELB, ASG, LC), CloudFormation, IAM, S3, DynamoDB, ElastiCache, Route53, VPC
- Design and build fault tolerant application deployments utilizing DevOps tools including Chef and CloudFormation
- Manage all aspects of production infrastructure including: EC2, OS, web server software, VPNs, DNS, routing, security groups, ACLs
- Migration of applications from colocation to AWS
- CI / CD pipeline using Jenkins, bash, Ruby, Chef, GitHub, and Nexus
- Management of production PCI environment
- FaceBooks's open source memcached protocol router, mcrouter
- Experience using Linux tools to diagnose network and performance issues including wireshark, tshark, nc, vmstat, slabtop, and strace

Professional Experience

Kibo Commerce - San Luis Obispo, California

<u>DevOps Engineer / Manager</u>   June 2014 - Present

Utilize infrastructure as code, configuration management, continuous integration and delivery to build resilient web application deployments. Responsible for uptime, maintenance, and deployment of production environment for 25+ applications. Participate in 24/7 on-call rotation to meet business SLAs. Continuously revisit processes to build on what has already been improved. Implement knowledge gained from working with the Quality Assurance team using load testing to pin point performance bottle necks.

Key Accomplishments:
- Created and managed CI / CD pipeline
- Converted team and processes from json based CloudFormation to Bazaarvoice's Ruby dsl based CloudFormation
- Multi-year project to migrate applications from colocation to AWS
- Implemented Facebook's open source memcached protocol router (mcrouter) to facilitate a hot migration of a memcache pool between data centers
- Designed development and QA testing environment in AWS
- Database driven cron implementation
- Enforced database schema verification at deploy time

Shopatron, San Luis Obispo, California

Quality Assurance Engineer   June 2013 - June 2014

Oversaw the quality of Shopatron's integration toolset software development team which included several PHP and Java applications. Primary responsibilities included maintaining documentation and test case writing so future regression testing could be maintained by team members.

Key Accomplishments:
- Created documentation and test cases for several inherited projects that could be handed off to team members
- Provided technical assistance and documentation for testing environment setup
- Gained integral knowledge of Shopatron's order management platform that would prove to be instrumental in the migration to AWS

MacSuperstore Inc., San Luis Obispo, California

Business Support Specialist   August 2012 - June 2014

Provide technical guidance and support to small and medium size businesses and educational institutions. Provide help with technology integration, point of sale setup, workstation troubleshooting, various hardware and software upgrades, network planning and design, wireless network setup, network security, server setup and management, backup and disaster planning, network camera security system, and network printing. Facilitated customer success by remotely troubleshooting, configuring, and training to effectively support a growing client base.

Key Accomplishments:
- Unified the MacSuperstores' file servers between two separate locations
- Became an Apple Certified Technical Coordinator 10.8
- Streamlined internal billing processes

iPhone / iPad / iPod Technician   December 2010 - June 2014

Performed troubleshooting, diagnostic, and hardware part replacement on mobile devices. Oversaw all aspects of inventory control including relationships with suppliers, ordering, and pricing. Successfully developed an iOS repair department at MacSuperstore's Colorado Springs location.

Key Accomplishments:
- Started a new department in both store locations
- Trained employees in sales and service counter positions
- Apple Certified Macintosh Technician
- Ran the pre-owned and iOS department simultaneously
- Setup a Squid caching web proxy to systematically save large iOS restore files

Pre-Owned   May 2008 - August 2012

Ran in depth diagnostic utilities to determine state of computer hardware to ensure the companies profitability on resale. Implemented new processes including: software update server, NetBoot server, and NetRestore server to increase department efficiency.

Key Accomplishments:
- Introduced a software update server to save time and valuable internet bandwidth
- Introduced a NetBoot server to unify the diagnostic process for both stores
- Increased pre-owned efficiency and sales margins