

Bernhardt Dungan

Skills

Languages:

Shell Scripting
Java
JavaScript
C / C++
Visual Basic
YAML
JSON
Perl
Python (Learning)

DevOps Tools:

Jenkins
Travis
Docker
Kubernetes
Helm
Ansible
SonarQube

Build Tools:

gradle
maven
npm
make / nmake
ant
Rational Team Concert

Source Control

Management (SCM):

git / GitHub
Rational Clear Case
CVS
RCS

Operating Systems:

Linux, Unix, AIX
MacOS
Windows
MVS

Methodologies:

Agile
CI / CD
Software as a Service
(SaaS)
Infrastructure as Code
(IaC)

Summary

Experienced Senior Engineer with a proven track record of implementing automation tools and processes to improve efficiency, sustainability and reliability. Skilled in cloud infrastructure, containerization, scripting, automation, continuous integration/continuous delivery and general software engineering.

Experience

IBM - Senior Software Engineer - DevOps Lead *Lowell, Ma* *2018 - 2024*

I lead Devops for the Knowledge Catalog API team. I created and updated Jenkins and Travis builds. I managed IBM Cloud accounts and IAM keys for build and test automations. I created tools for reporting Cloudant query results to slack. I oversaw automated deployments to IBM Cloud using kubectl and oc tools to update, scale, and monitor deployments and secrets.

Created and managed containerized applications with Docker and Helm to support infrastructure as code (IaC) deployment automation. The Software as a Service (SaaS) applications were provisioned on IBM Cloud in multiple geographic regions requiring chart templating.

Lead SWAT meetings to diagnose SaaS outages, collaborating with availability managers and worked with developers to resolve the problems. Contributed to root cause analysis for outages and provided opinions to prevent re-occurrence. Monitored deployments for real-time issues regarding performance, CPU utilization, disk usage, memory and more.

Supported a global development team of 20+ engineers to ensure new requirements, enhancements and bug fixes get delivered and deployed on SaaS every week and monthly for on premise releases. Collaborating with these teams to streamline build and deployment processes and improve overall efficiency and any automation needs.

Created and managed branches and tags in Git for monthly on premise releases. Prepared hot-fixes for on premise customers by closely working with developers to build, test, and deploy changes on Red Hat Kubernetes OpenShift clusters for validation before they are shipped.

Consolidated the builds and Dockerfiles of 5 different applications into a build library to be re-used. This maximized developer efficiency and reduced multiple repetitive commits and duplicated code.

Responsible for Administration of Jenkins servers and nodes. Setup and maintained Linux and Windows VMs to be used as Jenkins nodes for jobs. Administered user groups, plugins, and jobs used within Jenkins.

Worked with clients and support to resolve critical production issues on SaaS and on premise.

Education

Johnson & Wales University

Providence, RI

A.S. Business Administration

B.S. Information Science

C Programming focus

IBM - Advisory Software Engineer *Littleton, Ma*

2008 - 2018

Lead build and install development for data quality products working with multiple teams across geographies. Created build and test pipelines using Jenkins. Installed and administered Jenkins on Windows and Linux. Maintained connected bare metal and VM based agent nodes. Set up dynamic VM swarm to host automated testing. Consolidated multiple build artifacts into cohesive payloads and defined install design and flow. Defined, created, and tested product patches.

Responsible for maintaining Archiva and Artifactory dependency repositories, ensuring dependencies pass vulnerability scans and were up to date.

consolidated multiple product builds while integrating them into an in-house developed build framework consisting of shell scripts, ant scripts, and makefiles.

I completed several migrations of source code to various SCM systems and finally migrated them all to GitHub. Conducted training sessions for SCM general knowledge and use.

Mentor to engineers and interns on various technologies and career development

IBM / Ascential Software - Staff Software Engineer *Westboro, Ma*

2004 - 2008

Designed and developed custom real-time data quality applications integrating with SAP and Siebel respectively. Integrated multiple technologies and API into cohesive systems. These applications generated multiple millions in sales.

L3 engineer and developer liaison to the advanced and first line support teams. Assisted engineers and customers through critical situations for data quality products.

Intrusic - Software Engineer *Waltham, Ma*

2004 - 2004

Principle UI development engineer for a web based UI written in Java.

Worked with the backend/database engineers to define the data structures and protocols used to retrieve the data from the backend data repository.

I also helped to write intrusion detection check plugins for the backend server in C++.

Microsoft / Groove Networks - Developer Support Engineer *Beverly, Ma*

2002 - 2004

Provided first line support to partner developers.

Moderated on-line developer forum.

Created code samples in C#, VB.NET, and JavaScript

Ascential Software / Vality Technology - Software Engineer *Boston, Ma*

2000 - 2002

Augmented C++ and Java code to introduce internationalization features utilizing JNI, and ICU.

Ported C / C++ codebase for use on 32-bit HP-UX OS

Maintained UI coded in Visual Basic

Provided support to customers with data quality products and API