Phillip Pollard

1541 Beall Ave • Wooster, OH • 408.747.7767 • phil@crescendo.net

Summary:

I'm an experienced systems administrator and programmer with professional services consulting experience revolving around datacenter design, virtualization, automation and the DevOps operational lifecycle.

My philosophy is simple: Empower your users, communicate and educate, and make the systems match the true business needs of the company. The tech should serve the people and the business, not the other way around.

Skills:

Datacenter	<u>VMware</u>: vSphere, vCloud Director, Lab Manager, vCAC VMware Certified Professional v4 and v5 (VCP #72212) <u>Monitoring</u>: Nagios
Server	<u>General Linux</u>: httpd (apache, nginx), email (postfix, sendmail, dovecot), named, ftp, nfs, ntp, LDAP, etc <u>Configuration</u>: Puppet, Chef, Terraform, Kickstart, Clonezilla <u>Version Control</u>: git, github (enterprise & public), cvs, svn, pcvs, rcs <u>Databases</u>: MySQL, Postgres, Sybase, Oracle, MsSQL
Platforms	Linux (Unbutu, Debian, CentOs/RedHat, Mandriva (Mandrake), SuSE, Mint, LFS, Kali, DSL, Yellow Dog, Slackware, Yggdrasil), Mac OS (7.0-14), Windows (3.x-11), Solaris (2.6-2.8) <u>Familiar</u>: HP/UX, Digital UNIX, Vax/VMS
Storage	Pure, Netapp, Compellent, OnStor, LSI, DotHill, EMC
Languages	Very strong Perl skills. (CPAN author, including several VMware related modules. - Cava, CGI, mod_perl, DBI, OO), Python <u>Other Languages</u>: Shell (sh, bash), Ruby <u>Familiar</u>: Java, PowerShell, PHP, C, JavaScript <u>Encoding</u>: HTML, JSON, XML, YAML

(Skills are listed in descending order of expertise within each category.)

Work Experience:

Feb 2014 – May 2023   **MTS5** (Functioned as DevOps programmer lead and later as acting manager)
Pure Storage, Inc.

- Systems administrator and programmer within Pure from pre-IPO to multi-billion dollar organization.
- Initial hire for VMware and infrastructure automation within Pure Storage.
    - Moved from "hand curated" infrastructure to automated and monitored.
    - Vastly improved testing downtimes.
    - Proved to core development that overcommit was usable with testing of virtualized storage arrays, representing a significant capital savings for the company.
    - Managed multiple site migrations through my tenure.
    - Grew from a "startup closet" to multiple-geographic datacenters and cloud installations, representing hundreds of physical systems and over 10k VMs.
- Participated in and later managed a team responsible for internal infrastructure automation. Initially for the Flash Array business unit and later company-wide.

- Managed initial cloud infrastructure in AWS.
    o Major focus was array log reception and searching tools for developers and support.
- Created and led development on a self-service system (SPOG) to allow engineers to automatically provision virtual resources across VMware, multiple open-stack deployments and AWS. (Hybrid cloud interface)
- Assumed product ownership and lead development of a system to control package automation and deployment via decentralized puppet.
    o This also included managing access controls on end systems, ownership and inventory tracking, as well as IP address management.
    o Scale was approximately 10k active systems, 8m requests / 10gb a day.
    o Deployment automation reduced related errors by a factor of 15.
    o This included guiding changes in the puppet modules with approximately 50 active developer/contributors.
    o Said system was used both for manual changes in a UI as well as automation via API.
- General system administration tasks ran the full gamut of startup through mature organizational needs: DNS, hardware diagnosis and migrations, datacenter design, linux and Pure Os, source control management, network design, monitoring, incident response, security, account controls, etc.

Mar 2013 – Feb 2014   **Senior Development Consultant**
                       Kovarus, Inc. (Formerly: nPivot Professional Services)

- Professional Services consultant with a focus on automation.
- Primary team resource for development consulting and continuous integration projects. (DevOps)
- Tasks included SDLC products such as: Chef, Puppet, Jenkins, Cobbler, Kickstart, Runbook, Jira, etc.
- Responsibilities include pre-sales: Requirements gathering, calculate level of effort, and author statements of work.
- Additionally, author internal tools as required. Focusing on automation of repetitive tasks and standardizing proposal processes. Example: UCS as-built document generator.
- Clients: Macy's, RMS, StubHub, Align technologies

Mar 2012 – Mar 2013   **Program Director, Virtualization Solutions Team**
                       TSSLink, Inc.

- Co-managed the Virtualization team as well as general consulting duties.
- Management duties included: Respond to RFPs, calculate level of effort, and author statements of work, coordinate resources and mentor personnel, direct interaction with VARs and customers as necessary.
- Handled escalations as necessary, including storage delivery related issues.
- Provided consultation focusing on virtualization, automation, Linux, and programming technologies.
- Authored internal tools as required. Focusing on automation of repetitive tasks and standardizing proposal processes. Example: Automated level-of-effort calculation tool that sped proposal times, increased successful bids, improved bid accuracy and also increased revenue.
- Clients: Charles Schwab, One Legal, Intuit, Silicon Valley Bank, IAS, Service Source

Sep 2011 – Mar 2012   **Principal** (independent consulting)
                       Crescendo Communications

- Independent consulting in VMware, virtualization, Linux, and datacenter automation.
- Published: VMware::vCloud on CPAN. A Perl SDK for vCloud Director
- Clients: 8x8, Kovarus

Phillip Pollard

1541 Beall Ave • Wooster, OH • 408.747.7767 • phil@crescendo.net

Mar 2010 – Sep 2011   **Senior Services Specialist**
CA, Inc. (Formerly: 4Base Technology)

- Lead of the "Automation and Integration" team on VMware and related virtualization technologies.
- Most engagements were single-person with interaction to technical staff through senior management.
- Focus included VMware Lab Manager & vCloud Director. Automation focused on Perl & PowerScript.
- Published: VMware::API::LabManager on CPAN. A comprehensive API module available for Lab Manager.
- Clients include a wide range of companies from startups to fortune 50 companies, including clients such as: eBay, Paypal, Iron Mountain, Blue Cross, WalMart, APS, Symantec/Verisign, LaFarge.

Nov 2007 – Feb 2010   **Senior Linux Engineer**
FusionOne, Inc.

- Responsible for all customer and productions systems, maintenance of data center facilities, product installations, and general administration and troubleshooting. 12 million active users.
- Managed migration of 4.88 million users / 5 TB of data cross-country in 6 hour downtime window.
- Lead designer in refactoring existing architecture and bringing an organically-grown data center to carrier-grade and operationally capable status.
- Project managed a data-center move over 3-months concurrent with live production.
- Migrated from a mixed Solaris & RedHat 4 environment to a standardized CentOs 5 environment.
- Met a greater than 300% server growth rate with limited resources via virtualization technologies.
- Improved a 95% (estimated) annual uptime to "5 nines" (99.999%)
- Responsible for creating and implementing: inventory control systems, security protocols, backup systems, development systems, and input of design on future products.

My full employment history can be viewed at: http://www.linkedin.com/in/ppollard/

Certifications:
- VMware Certified Professional v4 and v5 (VCP #72212)
- Scrum Alliance Certified ScrumMaster (747082)
- DoD Collateral Secret and SCI Top Secret clearances. Lapsed.

Education:
- B.S., Media Arts & Design - James Madison University (Harrisonburg, Virginia) – 1997
- High School Diploma - Naples American High School (Naples, Italy) - 1993

Other:
- Individual Member, Open Stack Foundation
- Member, Phi Mu Alpha Sinfonia
- Member, American Federation of Musicians (local #159)