

Phillip Pollard

Systems administrator, software developer, technology generalist, consultant.
Preferred focus is helping organizations mature as they grow.

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EXPERIENCE

Sabbatical — *Elder Care*

May 2023 - November 2023

After the significant period at Pure, I took time to focus on my father.

Pure Storage, Mountain View, CA — *Sr. Software Engineer*

February 2014 - May 2023

- Systems administrator and programmer within Pure from pre-IPO to multi-billion dollar organization.
- Managed multiple site migrations through my tenure.
- Participated in and later managed a team responsible for internal infrastructure automation. Initially for the Flash Array business unit and later company-wide.

Acting Manager of DevOps

- In addition to duties as a senior member of the team, served as the acting manager for my final half-year at Pure.
- Participated in product planning, requirements gathering, team +budgeting, compensation planning and reviews, managed projects, reported to executive team
- Facilitated communication and planning between business units.

Sr. DevOps Engineer

- Senior member of a team responsible for infrastructure related automation.
- Initial area of 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.
- This also included managing access controls on end systems, ownership and inventory tracking, as well as IP address management.

SKILLS

- System administration and monitoring
- Python, Perl, shell scripting
- Public speaking, presentation planning
- Incident response setup and practice
- Agile methodologies (Certified Scrum Master)
- Linux
- Software development and design
- Database design and administration
- Process and product documentation
- Version Control
- Code testing and Continuous Integration
- Virtualization with a focus on VMWare
- Amazon cloud

- Scale was approximately 10k active systems, 8m requests / 10gb a day.
- Deployment automation reduced related errors by a factor of 15.
- This included guiding changes in the puppet modules with approximately 50 active developer/contributors.
- Said system was used both for manual changes in a UI as well as automation via API.
- Implemented first regular SCRUM within Infrastructure Shared Services. Roles of scrum master and product owners were rotated through members of the team.

Englab

- Initial infrastructure automation hire within Pure Storage.
- Moved from “hand curated” infrastructure to automated and monitored.
- Vastly improved testing uptimes.
- Proved to core development that VMware overcommit was usable with testing of virtualized storage arrays, representing a significant capital savings for the company.
- Grew from a “startup closet” to multiple-geographic datacenters and cloud installations, representing hundreds of physical systems and over 10k VMs.
- Managed initial cloud infrastructure in AWS.
- 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.

CERTIFICATIONS

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

Kovarus, Inc., San Ramon, CA – Senior Development Consultant

March 2013 – February 2014

- 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

TSSLink, Inc., San Jose, CA – Program Director, Virtualization Solutions

(Formerly: nPivot Professional Services)

March 2012 – March 2013

- 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 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

EXTERNAL ORGANIZATIONS

- Member in good standing, American Federation of Musicians (local #159)
- Historian, James Madison University Marching Royal Dukes Alumni band
- Alumni, Phi Mu Alpha Sinfonia

Crescendo Communications, San Jose, CA – Principal

(independent consulting)

September 2011 – March 2012

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

CA Technologies, San Jose, CA – Senior Services Specialist

(Formerly: 4Base Technology)

March 2010 – September 2011

- 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.

FusionOne, Inc., Redwood City, CA – Senior Linux Engineer

November 2007 – February 2010

- 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.

Earlier employment history can be reviewed at:

<http://www.linkedin.com/in/ppollard/>

EDUCATION

B.S. in Media Arts & Design – James Madison University

Harrisonburg, Va - 1997

High School Diploma – Naples American High School

Naples, Italy – 1993

REFERENCES

Provided Upon Request