Nathan Douglas

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Experience

- **Agile Six Applications, Inc.** — October 2020 – Present

  Senior DevOps Engineer (VA.gov Check-In Experience Team) — February 2024 – Present
    * Haven't blown anything up yet

  Technical Lead (VA.gov Platform CMS Team) — July 2023 – February 2024
    * Fostered transparency and alignment by communicating project progress, updates, and any issues or blockers
    * Maintained clear and open lines of communication, enabling stakeholders to make informed decisions and ensuring project success
    * Anticipated potential development challenges, identified project delays, and swiftly addressed issues; mitigated risks, minimized project delays, and ensured on-time delivery
    * Mentored engineers to improve proficiency and expertise in best practices
    * Orchestrated team of 7-9 engineers in PagerDuty rotation, guaranteeing round-the-clock operational effectiveness and reducing incident response time by 40%
    * Led team in overcoming complex technical challenges, removing impediments, and ensuring smooth project execution
    * Hired two Senior Software Engineers and Software Quality Architect; drafted job descriptions, conducted technical interviews, and made final hiring recommendations

  Senior DevOps Engineer (VA.gov Platform CMS Team) — October 2020 – February 2024
    * Led the implementation of industry QA architecture best practices, resulting in a 20% improvement in overall product quality and customer satisfaction, while meeting regulatory standards and compliance requirements
    * Collaborated closely with cross-functional product teams to align technical strategies with business goals, driving continuous improvement across the organization
    * Mentored engineers on advanced test and system design techniques, driving team-wide adoption and increasing overall testing efficiency by 30%, while aligning technical strategies with organizational objectives
    * Crafted and documented procedures, including timelines and sample communications for consistent management of out-of-band deploys, reducing procedure duration by approximately 50%
    * Directed ongoing enhancement and deployment of Drupal CMS and associated infrastructure for VA.gov website, catering to approximately 14M visitors and 26M visits monthly
    * Revamped internal content release management system, resulting in 60% reduction in Change Failure Rate
    * Slashed CMS product delivery lead time by 30% and CI lead times by 60%

- **Aviation International News** — January 2015 – October 2020

  Senior Software/DevOps Engineer (ainonline.com) — January 2015 – October 2020
    * Architected and executed an innovative DevOps and backend development strategy, leading to the successful launch of two transformative media products
    * Implemented local development environments, CI/CD pipelines, and cutting-edge QA methodologies, resulting in a 35% decrease in production bugs and a 25% improvement in team collaboration and efficiency
    * Guided and mentored junior engineers, emphasizing soft skills and engineering best practices, leading to a 30% increase in overall team productivity and timely delivery of key milestones
    * Instituted CD pipeline, including functional tests and staging deployment, resulting in 33% decrease in Change Failure Rate
    * Created tailored Vagrant-based solution for local development; increased team productivity by 30% and enabled rapid iteration and testing of new features
    * Developed an app to centralize ad sales, subscriptions, and circulation data; this reduced manual data entry by 80%, saved management and sales teams 20 hours per week, and empowered data-driven decision-making
    * Architected CI pipeline, encompassing unit tests, static analysis, and code style tests, yielding 30% decrease in Change Failure Rate
    * Migrated systems from Acquia hosting to sustainable, self-servicing AWS, cutting infrastructure expenses by over two-thirds and reducing annual hosting costs by 40%

- **DEVONtechnologies** — January 2011 – December 2015

  Software Engineer (DEVONthink Sync) — January 2011 – December 2015
    * Developed, launched, and maintained proprietary sync technologies for flagship macOS/iOS desktop document database app
    * Collaborated and communicated within a globally dispersed engineering department across six countries and four continents
    * Led the adoption of Agile project management, Lean principles, and DevOps methodologies
    * Introduced CI/CD pipelines, resulting in 90% decrease in delivery lead time and eradicating delivery and packaging errors
    * Introduced automated testing, leading to 30% reduction in manual testing hours, elevating test coverage to 70%, and cutting change failure rate by 30%
    * Automated aspects of certificate and configuration management, culminating in savings of 120 person-hours annually

Education

Skills