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
  * Served on a task force to improve hiring practices for DevOps engineers

  Technical Lead (VA.gov Platform CMS Team) July 2023 – February 2024
  * Directed ongoing enhancement and deployment of Drupal CMS and associated infrastructure for VA.gov
  * 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
  * Mentored engineers to improve proficiency and expertise in best practices
  * Orchestrated team of 7-9 engineers in PagerDuty rotation, improving reliability and reducing incident response time
  * Led team in overcoming complex technical challenges, removing impediments, and ensuring smooth project execution
  * Hired multiple Senior Software Engineers and a 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
  * Improved QA architecture, improving overall product quality and customer satisfaction
  * Mentored engineers on test design and system architecture
  * Crafted and documented procedures, including timelines and sample communications, for consistent management of out-of-band deploys
  * Revamped internal content release management system, significantly reducing change failure rate
  * Streamlined test pipeline, reducing test time and product delivery lead time
  * Developed and maintained custom modules for Drupal 8/9/10 CMS

- **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, supporting the launch of two successful media products
  * Implemented local development environments, CI/CD pipelines, and QA best practices
  * Guided and mentored junior engineers, emphasizing soft skills and engineering best practices
  * Instituted CD pipeline, including functional tests and staging deployment
  * Created a Vagrant-based solution for local development, increasing team productivity and streamlining development and testing of new features
  * Developed an app to centralize ad sales, subscriptions, and circulation data, reducing manual data entry and empowering data-driven decision-making
  * Architected CI pipeline, encompassing unit tests, static analysis, and code style tests
  * 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 a significant decrease in delivery lead time and eradicating delivery and packaging errors
  * Introduced automated testing, leading to a large reduction in manual testing hours, elevating test coverage, and cutting change failure rate
  * Automated aspects of certificate and configuration management, saving several person-days annually

Education

University of Nevada at Las Vegas (Las Vegas, NV)

- Bachelor's in Computer Science May 2009 – December 2011

Skills

Languages: PHP Objective-C LaTeX
Infrastructure-as-Code: Terraform, CloudFormation, Ansible, Puppet, Chef, SaltStack
CI/CD: Jenkins, GitHub Actions, CircleCI, Travis CI, GitLab CI, Bitbucket Pipelines
Containerization: Docker, Kubernetes, Nomad, Amazon ECS, Amazon EKS
Cloud Platforms: Amazon Web Services, Google Cloud Platform, Microsoft Azure
Monitoring: Prometheus, Grafana, Datadog, New Relic, Amazon CloudWatch
Logging: Elasticsearch, Logstash, Kibana, Splunk, Sumo Logic
Networking: TCP/IP, DNS, HTTP, HTTPS, VPN, VPC, Route 53, CloudFront, ELB, ALB, NLB