Nathan Douglas

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Experience

October 2020 – Present

- **Agile Six Applications, Inc.**

    Senior DevOps Engineer (VA.gov Check-In Experience Team) February 2024 – Present
    - ∗ Haven't blown anything up yet
    - ∗ Served on a policy team 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

January 2015 – October 2020

- **Aviation International News**

    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%

January 2011 – December 2015

- **DEVONtechnologies**

    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