

Bruce King

Eugene Oregon
(541) 513 – 6698
bruce@minuteproductions.com
<https://github.com/brucealon/>

Skills

Containers Experienced deploying applications with Docker and Kubernetes.

Databases Strong SQL skills. Familiar with NoSQL. Experienced with data transfer formats like JSON, XML, and YAML as well as simpler comma- and tab-delimited files.

Networks Experienced in TCP/IP networking concepts and applications.

Operating Systems Administering and troubleshooting Linux (apk, apt-get, dnf, rpm, yum), OS X, and Microsoft Windows.

Programming Languages I have worked professionally with C, Java, JavaScript, Perl, PHP, Python, Ruby, and SQL. I have dabbled in several others because I love to learn and explore.

Employment

NortonLifeLock, Inc. (formerly Symantec Corp.) — Tempe, AZ

Principle Software Engineer, 2016–Present

- Developed a Google Dialogflow backed support chatbot to handle routine customer questions, saving the organization money and giving support agents more flexibility to deal with the harder customer problems.
- Assisted with the migration of a BASH script managed Kubernetes environment to a full IaC environment using Terraform and AKS.
- Led the migration of the consumer support web site and other applications from IT-managed on premises infrastructure to team managed Kubernetes clusters in Microsoft Azure.
- Trained other members of my team in the use and management of Docker and Kubernetes.
- Supported and extended multiple microservice REST APIs running on Ruby/Sinatra.
- Supported an internal Jenkins CI/CD application relied on by several teams. This is running in a Docker container in Kubernetes, which provided some interesting challenges and is not, perhaps, the recommended configuration for Jenkins, but maintaining it was essential to migrating to Kubernetes in a reasonable timeframe with minimal disruption, a goal we achieved.
- Contributed features and bug fixes to the consumer support web site, built in Java/Spring, supporting an average of 200,000 daily users worldwide with over two dozen country/language localizations, coordinating many phone and chat support partners and vendors, and available in multiple layouts including responsive/mobile and right-to-left languages.

Eugene School District 4J — Eugene, OR

Senior Application Developer, 2011–2016

- Converted student-oriented data for a roughly 16,000 student school district from the discontinued AAL product eSIS, running on Linux and Oracle, to Edupoint's Synergy running on Microsoft Windows Server 2008 and Microsoft SQL Server 2008 R2.
- Collaborated with school administrators to develop the Early Warning System, a report used to identify, based on attendance and failing grades, High School students who need additional help.

- Collaborated with school administrators and student counselors to develop the Graduation Requirements Report, used both to determine what each student still needs to accomplish in order to graduate and, longitudinally, to track performance from school to school and across the district. The graduation requirements information had been available only for individual students and could take up to 30 seconds per student to load. The Graduation Requirements Report combined that data with additional demographics and exported all students for a school or even the entire district to Excel for later sorting and other manipulations.
- Built and/or maintained a number of processes to extract data from the Student Information System for import into third-party systems such as Naviance, a college and career readiness platform, and Follett Destiny, a Library Management System, as well as several others. The extracts were developed in BASH, Perl, PowerShell, SQL Server Integration Services, and other languages and tools, and spread across a number of Linux and Windows systems, executing from within Oracle or SQL Server or from cron jobs and other configurations.
- For the new Student Information System I worked to standardize all third-party integrations into SSIS packages and PowerShell scripts, with a small number of Perl scripts, all running on one system managed through SQL Server Management Studio to reduce the confusion and documentation involved in routine modifications and in troubleshooting problems.
- Wrote processes to import student assessments into Synergy. The handled assessments include ACT, AP, easyCBM, EXPLORE, OAKS, PLAN, PSAT, SAT, SBAC, and Work Keys with a system that is simple to modify so that as new assessments are implemented in the district they can easily be imported into the Student Information System.
- Wrote often complicated SQL on a daily basis to investigate questions and troubleshoot problems, at all times striving to improve both accuracy and efficiency.

Symantec — Springfield, OR

Software Engineer, 2005–2011

- Served as the primary contact for all UNIX server issues and helped IT troubleshoot and solve various problems involving httpd servers and application containers as well as network connectivity problems, permissions issues, symbolic links, etc.
- Architecture lead responsible for investigating, implementing, and teaching new methods and frameworks, such as unit testing and test driven development.
- Took over the lead maintainer role for Monarch, a Flex MVC framework derived from Cairngorm, used in our award winning One-Click Support project for the Norton line of consumer products.
- Maintainer for a Ruby project that consolidated XML data files into a compressed Action Message Format (AMF) file that reduced load times for a Flex consumer support application.
- Primary server administrator for our internal system, installing, configuring, and maintaining PostgreSQL and MySQL RDBMSs, Apache httpd, BEA Weblogic and Apache Tomcat application servers, user accounts, and various individual needs.
- Lead developer for Common Error Dialog, an error to solution linking system, written in Java, that, by connecting consumer product customers to step-by-step instructions, helped them solve their problems without having to contact our support departments, thereby substantially reducing Symantec's support costs.

ViewTouch — Eugene, OR

Developer, 2002–2005

Symantec — Eugene, OR

Web Developer, 1998–2001