

Christopher Dobbins

[linkedin.com/in/chrisjdobbins](https://www.linkedin.com/in/chrisjdobbins)

hi@chrisd.sh

415-835-4534

Louisville, KY

Work Experience

Site Reliability Engineer

Infrastructure and Tools

Apple

Remote

May 2022 - Present

- Use tools such as Puppet and ipmitool to perform in-band and out-of-band maintenance and troubleshooting on fleet of 300,000+ on-prem hosts across 90+ customer environments
- Participate in on-call rotation (24x7 every 6-8 weeks)
- Took ownership of 2 Kubernetes services, both implemented in Go, that are vital to the team's workflow and infrastructure:
 - Service A (name redacted due to NDA): this service that has several purposes, including scheduling and executing upgrades of the team's primary product on 300,000+ hosts across 90+ customer environments
 - Service B (name redacted due to NDA): this service reassigns incoming work tickets based on a configurable set of rules
- Currently splitting time between the above duties and developing a new dashboard that analyzes and tracks team and individual productivity metrics

SRE Apprentice

Monitoring and Infrastructure

LinkedIn

Sunnyvale, CA / Remote

June 2019 - May 2022

- Worked on OBHC, a distributed application with a Go server and a Python agent that runs on hundreds of hosts in multiple DCs. The Python daemon executes more than 50 hardware- and OS-level health checks at regular intervals
- Designed and implemented a Go module for tracking the server's internal metrics in the form of histograms, counters, and gauges
- Decreased the server's spurious build failure rate by 30% by leveraging OpenTelemetry and pprof to find and fix the causes of those failures
- Overhauled and updated the agent documentation
 - Researched the landscape of current tools, then documented and presented the findings
 - Created Bash-only examples for each check to ease troubleshooting for those who are unfamiliar with Python
 - Used Sphinx to autogenerate documentation in HTML and man page formats
 - As a means of quality control, added mandatory checks in the build process to ensure new modules are properly documented

Software Engineer Infrastructure and Tools	Charter Communications Charlotte, NC	November 2018 - May 2019
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- Created and maintained ETL pipelines that gathered and processed metrics from multiple sources, including customer equipment and SNMP-managed devices, and emitted them to Kafka

Advanced Software Developer	Warner Brothers Discovery Atlanta, GA	2016-2018
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- Implemented early design decisions for Guardian, a microservice-driven Go application that leveraged MongoDB for persistence, Redis for caching, and RabbitMQ to exchange messages with other APIs
- Proposed and implemented automation measures, including a Slack bot that sent a channel notification after the release of a QA build and a configuration hot-reload feature for the Guardian test harness, enabling developers and testers to work more efficiently

Apprentice Software Developer	Elegant Software Solutions Alpharetta, GA	2015-2016
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- Automated the process of creating database backups and deleting outdated backups
- Created a tool to simplify the error-prone process of restoring a SQL Server database from differential or full backups, depending on the user-provided option

Education and Certifications

CompTIA Linux+		July 2021
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Web Development Immersive	General Assembly Atlanta, GA	2015
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B.A. History	Vanderbilt University Nashville, TN	2011
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