

Connie-Lynne Villani
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Experience:

Build Release Engineer
Change.org, San Francisco, CA
10/2015 to 10/2016

- Design and implement new build packaging and release code to support a full platform transition to AWS.
- Socialize new release procedures throughout company.
- Build and support Capistrano templates for projects developed in Ruby, Node.js, jRuby, and Go.

Sr. Manager, Global Engineering Education
Groupon, Palo Alto, CA
12/2013 to 7/2015

- Develop and iterate orientation program for new engineering hires simultaneously in the US and Chile.
- Form a global team for welcoming, nurturing, and teaching new engineering hires while respecting local offices' cultures.
- Design and implement ongoing education program for all engineering staff, providing multiple entry/exit points and diverse growth options.
- Negotiate relationships with third-party education vendors.
- Partner with HR and other team members to develop and maintain global mentoring and manager training programs.
- Develop communities of practice designed to improve both social connection and business standards across global partners.
- Chair biannual hackathon spanning fourteen countries.

Sr. Manager, Site Reliability Engineering
Groupon, Palo Alto, CA
9/2011 to 12/2013

- Develop first Site Reliability Engineering program for a daily deal site.
- Determine hiring procedures and guidelines for SRE and all of Production Operations.
- Grow Production Operations team from 4 members to 33 members in two years.
- Act as Director of Production Operations during the Director's year-long absence.
- Develop procedures to predict and prevent outages before they happen, or before they affect customers.
- Create and evolve a company-wide incident rating and response program.
- In concert with the executive team, develop and implement all launch policies and procedures. Revise them as necessary based on observed team behaviors and business needs.
- Develop standardized best practices training program for global partners (US, Ireland, Chile, Germany).
- Implement outage review standards focused on systemic prevention.
- Manage relationships between SRE and in-house client teams.
- Transition company to SLA-based production monitoring.
- Determine appropriate levels of documentation for customer-facing products and implement the documentation program for 192 new and legacy systems.
- Manage real-time communications during severe outages for diverse audiences, including engineers, C-level executives, and field sales staff.

Event Producer, LLC Board Member
Grilled Cheese Invitational, Los Angeles, CA
2/2008 to 5/2014

- Oversee all production aspects of a 10,000-attendee food festival celebrating grilled cheese sandwiches. Actively participate in steering committee decisions during the off-season.
- Set budgets and requirements for sanitation, crowd control, electrical distribution, video and audio production, staging needs, and kitchen equipment. Work closely with vendors to lower costs and keep deliveries on schedule.
- Directly supervise paid staff, volunteers, vendors, and venue personnel during load-in, load-out, and while the event takes place. Move quickly to resolve problems.
- Develop relationships with fire and health department inspectors to safeguard the health and safety of attendees as well as to ensure that the events comply with all local laws.
- Advise regional events on planning, set-up, and production.

DNOC Manager

Linden Lab, San Francisco CA (*working remotely*)
5/2008 to 12/2010

- Manage a 24/7 operations first responder team composed of both contractors and in-house employees, in globally diverse geographic areas.
 - Hire, train, and schedule DNOC engineers.
 - Evaluate engineer performance and coach appropriately.
 - Design, implement, and run a program for transitioning high-performing contractors to in-house employee status.
- Develop relationships with equipment and datacenter vendors in order to improve third-party service response.
- Launch formal datacenter capacity and spares management program; manage capacity in-place while transitioning to formal program.
- Analyze existing infrastructure in order to advise executive team on future staffing and equipment expenditures.
- Work with both technical and nontechnical internal teams to ensure that outage causes and resolutions are fully understood. Spearhead company initiative to document all outages.
- Design and document outage postmortem and response guidelines.
- Shortened time-to-resolution for outages by 52% within the course of 18 months.
- Liaise with other teams to determine how first responders can relieve existing workload.
 - Work with development and engineering teams to ensure that new features are appropriately monitored.
 - Supervise three distinct monitoring and first responsibility transfers (Operations, Web Development, Data Warehouse).
 - Develop troubleshooting and escalation documents for production systems.
- Identify areas of production monitoring that can be automated and work with appropriate in-house teams to develop automation tools.
- Document production systems and procedures.

Event Technical Staff

Self-Employed, Los Angeles, CA
3/2005 to 5/2008

- Self-employed in a variety of technical theater jobs in the Los Angeles area.
- Technical Director (*Dungeon Master*)
- Assistant Technical Director (*AFI Festival*)
- Light Designer/Master Electrician (*IAJE Conference, LA Theater Center, LA Derby Dolls, Write Act Repertory*)
- Stage Manager (*Grownups on the Playground, Diesel Store Opening, Rock & Republic Fifth Anniversary Party*)
- More details about my stagework responsibilities can be found online: http://www.ofb.net/~clynne/resume/resume_theaterexpanded.html#theater

Unix System Administrator

Yahoo Research Labs, Burbank
6/2006 to 11/2006

- Contract-based position for the research division of an Internet search firm.
- Troubleshoot and repair existing systems, including RHEL, BSD, and large-scale NAS.
- Support and extend an LDAP installation.
- Install and maintain Redhat servers and desktop machines both inside and outside the corporate network.
- Provide UNIX desktop support to researchers and development staff.
- Document existing and new system architecture.

Associate of Science in Computer Engineering, Citrus College, June 2006

Associate of Arts in Fine and Performing Arts, Citrus College, June 2006