Daniel Austin Hoherd

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PROFILE

Systems administrator with 15+ years of linux experience, 10+ years of enterprise networking experience, and 7+ years of experience managing production multi-site heterogenous employee facing and customer facing environments on bare metal, virtualized, containerized and hosted platforms.

TECHNICAL SKILLS

- Experience installing and maintaining a variety of linux and unix operating systems on a variety of hardware platforms.
- Configuration management design and maintenance with CFEngine 3, and Puppet 3 and 4.
- Networking experience with ipv4 and ipv6, mostly on the LAN side, including a variety of common associated tools.
- Revision management systems such as Git and SVN, including server side suites like Github Enterprise and Gitlab.
- Experience scripting and automating tasks using shell, ruby, python, perl, php.
- Experience with enterprise storage systems such as ZFS, MogileFS, GlusterFS, and S3.
- Moderate SQL database administration and design, mostly with MySQL and SQLite.
- Monitoring and alerting experience with Nagios, Ganglia, Sensu, SignalFX, PagerDuty, etc..
- Moderate AWS experience, primarily with EC2 and S3.
- Experience with virtualization and container systems like Vagrant + Virtualbox, Docker, and VMware Fusion, vSphere, ESXi.

EMPLOYMENT HISTORY

Site Reliability Engineer, Yelp Inc., San Francisco, CA   **November 2015 - June 2017**

- Maintain .deb and .rpm package build system comprised mainly of git, GNU make, bash, Docker and Jenkins.
- Deprecate Ubuntu Hardy, CentOS 5 and CentOS 6 packages and associated Puppet 3 code.
- Write and maintain Puppet 3 code with future parser compatibility for Puppet 4 migration.
- Expanded Terraform modules and Puppet modules for creation of developer environment in AWS.
- Decommissioned a developer datacenter environment with safe and well communicated removal of configuration management code, DNS records, server configs, etc., and migration of developer environments to new hosts.
- Wrote and improved shell, ruby and python scripts used in production and development operations.
- Triage and repair of systems against security threats.
- Maintenance and migration of in-house services from older Ubuntu versions on pre-PAAS architecture to modern Ubuntu versions on PAAS architecture.
- Improvements to Hubot IRC bot service and integrations.
- Work with other teams to maintain or deprecate software related to their services' needs.
- Contribute fixes to FOSS codebases when possible.
- Troubleshoot old hardware and shuffle services and roles around as needed.
- Maintain documentation for ever-changing in-house systems and software.
- Participate in on-call rotation.

Senior Linux Systems Administrator, Zoosk Inc., San Francisco, CA   **June 2013 - October 2015**

- Lead engineer for configuration management design, documentation and ongoing maintenance.
- Migrated from Puppet to CFEngine 3.4. Instructed peers on how to use the new system. Wrote extensive documentation and example code. Wrote bundles for many technologies.
- Upgraded CFEngine 3.4 to 3.6 in three datacenters. Began work on migration to CFE 3.7.
- Began work on Vagrant development environment for CFEngine code design.
- Implemented CFEngine cluster status dashboard in Splunk 6.
- Planned and migrated from SVN to Github Enterprise. Instructed peers on the new workflows. Wrote relevant documentation.
- Migrated from Ubuntu 8 & 10 to CentOS 6. Began work on upgrade to CentOS 7.
- Migrated dev environment from bare metal to kvm.
- Redesigned in-house yum repository structure and flow between datacenters, including upstream mirrors of CentOS and EPEL, an in-house repository, and snapshotted backups for quick reversion during unexpected interruptions due to package updates.
- Wrote and improved shell, ruby and python scripts used in production and development operations.
- Optimized existing kickstart system to be datacenter independent and use in-house repositories.

- Maintenance of 300TB MogileFS cluster.
- Redesigned worker job init from runsv to upstart. Began work on migration to systemd.
- Wrote several Ganglia gmetric scripts for in house services.
- Redesigned DHCP configuration system, automating creation of ISC DHCP configs from mysql backed machine inventory database.
- Participated in on-call rotation.

Senior Infrastructure Engineer, Groundwork Inc., San Francisco, CA August 2010 - March 2013
- Handle all IT tasks. Essentially responsible for anything that uses electronic power.
- Document all IT systems, configurations, credentials, etc.
- Maintain all computer systems, networking, building electronics, etc.
- Virtualize old hardware where applicable, build out VMware env accordingly.
- Redesign and implement new backup strategy for both physical and virtual servers.
- Upgrade and tune network architecture.
- Handle all account creation and deletion for employees and contractors.
- Assess and reassign virtual / physical roles for all servers.
- Handle all technological aspects of physical HQ office move.

IT Superhero, SugarCRM Inc., Cupertino CA December 2005 - May 2009
- Workstations - Managed software and hardware installations and maintenance on desktop and laptop computers for up to 200 employees in North America and occasionally overseas.
- Servers - Managed hardware and software installation and maintenance for most shared servers including Windows and Linux at two locations including production web services and intranet services.
- E-mail - Supported e-mail clients including Outlook 2003 and 2007, Mail.app and mobile phones. Managed e-mail server, server accounts and lists. Maintained Barracuda spam firewall.
- Phones - Architected and rolled out phone provisioning system for Polycom IP phones for up to 200 employees. Managed Switchvox Asterisk system, coordinated with vendor through many upgrades and support issues. Supported hardware and software phones for all employees worldwide. Created extensions, queues and IVRs.
- Network - Created global IP allocation scheme. Completely replaced existing network architecture with scalable, forward thinking, multi-site capabilities. Replaced many network services that required upgrades.
- VPN - Installed several VPN solutions throughout the growth of the company, including L2TP tunnels, PPTP road warrior accounts, and SSL VPN accounts linked to AD.
- Physical Security - Coordinated with vendors to install and maintain physical security through electronic badges. Maintained required servers.
- Building Expansions - Coordinated with other facilities personnel during numerous building expansions, contractions and renovations.
- Maintained comprehensive documentation in MediaWiki about all IT and Operations processes, server roles, network configurations, trouble ticket history, contacts, etc..
- Maintained documentation for all complicated end-user processes and write answers to FAQ's and corporate policies.
- Managed and trained other members of IT. Delegated or personally handled all IT trouble tickets for all employees.
- Survey emerging technologies for potential integration with existing infrastructure and potential liabilities.
- Screen, interview and hire team members to fill open positions.
- Install and maintain finance software including Equity Edge and Quickbooks Enterprise.

Lead QA tech, Actiontec Electronics Inc., Sunnyvale, CA August 2001 - December 2005

- Supervise the networking hardware QA lab.
- Hybrid CD Author for Software Releases.
- Test engineer/manager for 802.11 (a/b/g) broadband gateways, access points, and DSL modem and routers.
- Marketing CVS repository administration.
- Server administration including Media Wiki, Samba, FTP, VPN and others in Debian linux, Windows 2003 Enterprise and Solaris.
- Test method and planning and implementation.
- Test resource management and maintenance.
- Engineering department Bugzilla administration.
- System Administration for Actiontec's ITSP.
- Coordinated and programmed web database front-ends for various tech support and clientele databases.
- Tested Ethernet and 802.11b router stability, connectivity and interoperability on various platforms.
- Technical support for DSL modem clients, analog modems, firewire cards, and PCMCIA card readers.
- Trained fellow employees on installation, maintenance and troubleshooting with all variants of Windows up to XP.

TECHNICAL AND PERSONAL REFERENCES

- Nathan Handler, +1(224) 595-0714, nathan.handler@gmail.com
- Kynan Lalone, +1(218) 755-5069, kynanlalone@gmail.com
- Gregor Menasian, +1(415) 740-8074, guirara@gmail.com
- Eric Solomon, +1(415) 515-1876, eric.solomon@gmail.com