




# e.j. sahala (*they/them*)

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Visionary, seasoned technologist with extensive experience designing, building, and operating backbone, campus, cloud, and datacenter networks and infrastructure. Principal network engineer, architect, systems builder, and autodidactic polymath who leads the research, development, and innovative application of technology to build collaborative, automated, scalable, reliable, and secure solutions to large-scale and service provider performance, provisioning, monitoring, reliability, and deployment problems.

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## Key Results

Improved network performance and reliability – Lowered costs  
Reduced manual toil and technical debt – Decreased deployment times  
Increased operational efficiency and velocity – Exceeded quota  
Standardization, compliance, and modernization

## PROFESSIONAL EXPERIENCE

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### Adobe

#### Senior Cloud Network Reliability Engineer - 9/2021-12/2022

Provided technical leadership to the global team to engineer solutions for network automation, implementation, monitoring, and operations.

- Championed initiatives to add more rigor to network engineering practices, including design and operability reviews, blameless post-mortems, automation and standardization, and codifying infrastructure process improvements

### Box

#### Senior Network Engineer - 11/2019-8/2021

Network design, build, automation, and operation of a global hyperscale network; responsible for everything from the top-of-rack to the network edge.

- Completed major hardware replacement and software upgrade projects; significantly improving customer experience, network capacity, and reliability
- Created/maintained dashboards and documentation in Confluence, Jira, and Splunk to enable executive visibility of team projects and network status
- Rebuilt and maintained automation tooling to streamline network configuration and operation; reduced technical debt, improved standardization, and reduced deployment times from hours to minutes
- Partnered with NRE and SRE to overhaul monitoring and observability with Sensu, PagerDuty, LibreNMS, Splunk

### HERE Technologies

#### Principal Network Engineer - 8/2018-10/2019

Definition and development of the architecture and design of the HERE global on-premise and cloud network infrastructure enabling specialized mapping technologies, location data, and automotive navigation services.

- Led global network QoS evaluation; identified and resolved multiple long-standing software bugs and policy inefficiencies, reducing packet loss and improving throughput 5-10x globally
- Edge network redesign; hybrid multi-cloud interconnection and inter-VPC/VPN routing, virtualized edge compute/network services (FW, LB, DNS, HTTP, VPN), 100G migration roadmap

**Gaikai/Sony****Senior Network Engineer - 1/2017-5/2018**

Defined architectural requirements, acceptance criteria, and led hardware, software, and vendor evaluations for PlayStation Now's low latency, high availability, global gaming network.

- Developed and implemented documentation, process, and training improvements; improved operational efficiency, reduced deployment times by 10%
- Routing redesign reduced inter-regional latency by 5ms

**Microsoft****Senior Engineer - Network Strategy & Planning - 3/2014-1/2017**

Defined, developed, and documented technical strategies, standards, and policies, built stakeholder relationships and strategic partnerships, influenced contract negotiations, and managed capacity with infrastructure operators globally to support network growth and performance improvements.

- Created network performance improvement program, led global virtual team through development and implementation of network, software, and telemetry changes, and completed training and hand-over to Network Operations; lowered external CDN spend, reduced global service latencies, and improved observability, reducing ticket triage time from 5+ days to <2 hours
- Partnered with O365 and Field Services to increase customer retention and satisfaction; created and updated internal and customer-facing training, documentation, design standards, and best practices; greatly reduced service activation time, improved service stability and performance, and significantly improved customer experience
- Education, outreach, and peering and capacity negotiations at events and conferences (NANOG, RIPE, PTC, GPF); elected to DE-CIX Customer Advisory Board

**Juniper Networks****Systems (Sales) Engineer - 5/2012-8/2013**

Involved with all aspects of pre/post-sales to a global service provider; developed consultative relationships with technical and executive decision makers, responded to RFI/RFPs, managed RMAs, feature requests, and bug scrubs, and created and delivered training and documentation on product and service roadmaps, competitive research, best practices, and security alerts.

- Key team contributor in transforming resistance into success to exceed quota, and deliver over \$40-million in sales revenue

**Infocrossing/Wipro****Network Architect/Staff Engineer - 7/2010-5/2012****Intelepeer****Principal IP (Network) Engineer - 3/2009-6/2010****Yahoo!****Tech Lead - Senior Network Engineer - 5/2007-2/2009****Alcatel-Lucent NZ****Principal Engineer - 8/2006-5/2007****twtelecom****Lead IP Network Engineer - 6/2005-7/2006****Terremark****Lead Network Engineer - 1/2004-1/2005****Fusiontel****Senior IP Engineer - 9/2002-1/2004****USA.net****Network Engineer - 3/2001-5/2002****Various****NOC Technician - 9/1999-1/2001**

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**United States Marine Corps Reserve****Lance Corporal - 1998-2002**

Radio Operator

- Secret Clearance
- Meritorious promotions

## CORE SKILLS

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- Reliable, scalable, and secure network architecture and design
- Learning and teaching; able to quickly ramp up in new subject areas and then teach others
- Writing for technical and non-technical audiences; design documents, training, blogs, wikis, how-to's
- Cross-functional consensus building and collaborative problem solving
- Developing automation and tooling
- Coaching, mentoring, and growing distributed engineering organizations
- Technology strategy and standards development
- Architecture reviews and system design
- Contract negotiation and vendor management

## SELECT PROJECTS

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**CS Autodidact** Documenting my self-education journey in Computer Science  
<https://github.com/ejsdotsh/cs-autodidact>

**YACHT** My recursively named theme for the Hugo static site generator  
<https://github.com/ejsdotsh/yacht-hugo-theme>

## CERTIFICATIONS & AFFILIATIONS

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Member, NANOG	2012-Present
Board Member, Customer Advisory Board, DE-CIX	2014-2016
Vice President, Colorado Chapter of the Internet Society (COISOC)	2011-2016
Steering Committee Member, Rocky Mountain IPv6 Task Force (RMv6TF)	2011-2016
Juniper Networks Certified Internet Specialist (JNCIS-ENT)	2012-2015
Juniper Networks Certified Internet Specialist (JNCIS-M)	2006-2009
Cisco Certified Network Professional (CCNP)	2002-2008

## EDUCATION

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**Associate of Arts, Physics**  
Miami-Dade College