E.J. Sahala (*they/them*)

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I am an engineer and technologist with a passion for solving large-scale infrastructure problems programmatically through software. I have 24 years' experience specializing in internet and backbone strategy, architecture, operations, performance, reliability, scalability, and security, and in developing effective, empathetic, inclusive, and sustainable engineering teams and cultures.

I want to use modern, human-first design principles to guide the research, development, and innovative application of modern technology to create collaborative products and solutions to network/infrastructure problems that are accessible, inclusive, reliable, effective, long-term, scalable, and cost-efficient.

Key Results

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

PROFESSIONAL EXPERIENCE

Adobe   **Senior Cloud Network Reliability Engineer** - *9/2021-12/2022*
My role was to bring large-scale/service provider reliability/devops practices and paradigms to the global corporate network team to engineer solutions for wired and wireless network automation, implementation, monitoring, and operations.
- Championed initiatives to add more rigor to network engineering practices, including design and operations reviews, blameless post-mortems, automation and standardization, and codifying infrastructure decision-making processes.
- Developed and implemented tooling to integrate with legacy applications, automate manual processes, and standardize configurations

Box   **Senior Network Engineer** - *11/2019-8/2021*
As a senior member of the production network engineering team, I worked on projects that substantially improved the performance, capacity, and reliability of backbone, datacenter, and multi-cloud network infrastructure for a global SaaS hyperscaler, as well as leading cross-team initiatives to increase operational efficiency and velocity.
- Created/maintained dashboards and documentation in Confluence, Jira, and Splunk to enable executive visibility of cross-team projects and network status
- Rebuilt and maintained configuration management and deployment pipelines to ensure standardization and compliance, reduce deployment times, eliminate technical debt, and harden security infrastructure
- Partnered with NRE and SRE to improve overhaul monitoring and observability with Sensu, PagerDuty, LibreNMS, Splunk, simplifying alert configuration and significantly improving alert utility/signal-to-noise ratio

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 5̃ms

Microsoft   **Senior Engineer - Network Strategy & Planning** - *3/2014-1/2017*
  Within GFS/GNS (the predecessor to Azure), I led broad initiatives to create, document, and implement peering, capacity, and routing strategies, standards, and policies, built stakeholder relationships and strategic partnerships, influenced contract negotiations, and managed capacity with infrastructure operators to support multi-terabit network growth and performance improvements.
  - Created network performance improvement program; led global virtual team through development and implementation of network, software, and telemetry changes which lowered external CDN spend, reduced global service latencies, and improved observability; completed training and hand-over to Network Operations, 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*

United States Marine Corps Reserve   **Lance Corporal** - *1998-2002*
  Radio Operator
  - Secret Clearance
  - Meritorious promotions

CORE SKILLS

- Backbone, campus, cloud, CDN, data center, edge, metro, VoIP network architecture, design, and operation
- Hardware and software vendors including Juniper, Cisco, Arista, Dell, Cumulus, Quanta, PaloAlto, A10, F5
- OSPF, IS-IS, BGP/MP-BGP, Anycast, MPLS-based networks, services, and traffic engineering
- Public (AWS, GCP, Azure, Linode), private, and hybrid cloud infrastructure and connectivity
- 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 using Go, Python, Bash, Git, Make, Jinja, Docker, SQL, Ansible, RANCID
- Coaching, mentoring, and growing distributed engineering organizations
- Technology strategy and standards development
- Architecture reviews, system design, and code reviews
- Contract negotiation and vendor management
- Peering and interconnection

SELECT PROJECTS

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

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

Associate of Arts, Physics
Miami-Dade College