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

SF Bay Area, or Remote
+1.408.218.2006
cv@saha.la

in https://www.linkedin.com/in/ejsdotsh
https://github.com/ejsdotsh
https://ejs.sh

I am a network engineer and technologist with a passion for solving infrastructure problems programmatically through software. I have 24 years' experience specializing in the architecture, design, build, and operation of internet-scale backbone, datacenter, campus, and cloud networks, 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.

PROFESSIONAL EXPERIENCE

Senior Cloud Network Reliability Engineer   **Adobe** - *9/2021-12/2022*

My role was to bring service provider reliability practices 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 processes

Senior Network Engineer   **Box** - *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

Principal Network Engineer   **HERE Technologies** - *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

Senior Network Engineer   **Gaikai/Sony** - *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 WAN and datacenter networks.
- Developed and implemented documentation, process, and training improvements; improved operational efficiency, reduced deployment times by 10%
- Routing redesign reduced inter-regional latency by 5ms

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

Within Cloud Operations & Innovation, 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; 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 and documentation; greatly reduced service activation time, improved service stability and performance, and 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

Systems (Sales) Engineer   **Juniper Networks** - *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, 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

Network Architect/Staff Engineer   **Infocrossing/Wipro** - *7/2010-5/2012*

Definition and development of backbone, cloud, and datacenter network architecture, strategy, and design for repeatable, virtualized network, security, and computing solutions for a boutique managed services provider (MSP).

Principal IP (Network) Engineer   **Intelepeer** - *3/2009-6/2010*

Hired to stabilize, redesign, rebuild, and expand the network of an international VoIP carrier.

Tech Lead - Senior Network Engineer   **Yahoo!** - *5/2007-2/2009*

Hired as Co-Team Lead to unify multiple global network engineering and operations groups, including skills assessment, professional development, coaching, project planning, and staffing.

Principal Engineer   **Alcatel-Lucent NZ** - *8/2006-5/2007*

Lead Architect on complex solution design projects for New Zealand's largest network and telecomm provider.

Lead IP Network Engineer   **twtelecom** - *6/2005-7/2006*

Team Lead of the group responsible for vendor management, implementation, operation, and was the final escalation point for all IP/MPLS-related products and services.

Lead Network Engineer   **Terremark** - *1/2004-1/2005*

I helped lead the team responsible for the network design, performance, implementation, and operation of a multi-national carrier-neutral IXP and datacenter provider.

Senior IP Engineer   **Fusiontel** - *9/2002-1/2004*

Sole network engineer responsible for all aspects of designing, building, and operating an international VoIP carrier.

Network Engineer   **USA.net** - *3/2001-5/2002*

Datacenter, campus, WAN, and VPN network design and operation for an email services provider.

NOC Technician   **Various** - *9/1999-1/2001*

Lance Corporal   **United States Marine Corps Reserve** - *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, private, and hybrid cloud infrastructure and connectivity; AWS, GCP, Azure, Linode
- 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
- Software development using Go, Python, Bash, Git, Make, Docker, SQL
- Provisioning and configuration management with Terraform, Ansible, Puppet, Nornir, RANCID, Jinja
- 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