

# Jonathan Roemer

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## Skills

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- ✓ Linux systems administration and troubleshooting from down in the IPMI interface and disk controllers up through buggy NTP implementations.
- ✓ Fully automated machine image builds and deployments using Packer, Terraform, and Gitlab CI.
- ✓ Configuration management at exabyte scale (10,000 globally distributed physical and virtual servers running a wide variety of workloads) using Puppet, Ansible, and Salt.
- ✓ Containerization of both new and legacy workloads using Docker, Skaffold, Helm, and EKS.
- ✓ Source control, CI/CD, and collaboration with Git, Gitlab CI, Jira, and Slack.
- ✓ Software development in Python 3, bash, POSIX sh and C.
- ✓ Systems monitoring via Datadog, Zabbix, Grafana, and New Relic.
- ✓ Administration and troubleshooting of raw KVM and Openstack virtual machine infrastructures as both an end user and in a cluster administrator capacity.
- ✓ Data store configuration and management, and able to assist teams in choosing the technology, right level of performance, and durability for their use case (memcached, redis, SQLite, MySQL, Ceph, ZFS, NFS, S3).
- ✓ Clear, precise written and verbal communication skills. I actively write for Red Hat at [Enable Sysadmin](#). A few personal favorites include my explanation on how [code is not documentation](#) and [how to build a healthy relationship between security and operations](#).

## Experience

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### Associate Manager, Containers and Hybrid Cloud

#### Datto, June 2020 to Present

- Designed and implemented an internal containers as a service platform and overall hybrid cloud strategy.
- Provided guidance and best practices for new and existing workloads in AWS, Azure, and Digital Ocean.
- Assisted teams across the organization in making their "build versus buy" tradeoff analysis when considering the public cloud versus our existing data center presence.
- Significantly decreased MTTR by championing APM and distributed tracing as the de-facto application monitoring and profiling tools for both new and legacy applications.
- Performed functionality and security assessments of third-party vendor products and open source projects.
- Manager of 3 direct reports.

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### Senior Systems Engineer I, Team Lead

#### Datto, August 2018 to June 2020

- Managed the departmental ticket queue. Tasks included ticket requirements gathering, lifecycle management, and completion verification.
- Worked on a security-focused sub-team assessing, prioritizing, and executing on security fixes, improvements, and overall hardening of the Datto cloud.
- Created and implemented an SOC2 compliant change management process. Created JIRA tooling to facilitate the process. Designed and managed policy enforcement and compliance monitoring. Supplied information to auditors and remedied exceptions.
- Formalized on-call processes and outage reporting procedures, including the creation of a single point of contact for all company outages. Migrated the organization from Pagerduty to OpsGenie. Provided training and implementation guidance for 150+ employees in 10+ departments.
- Team lead for 5 engineers. Provided technical guidance, teaching, and mentorship.
- All responsibilities under "Production Engineer I".

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## **Production Engineer I**

**Datto, May 2016 to August 2018**

- Responsible for supporting high-availability customer-facing and internal systems, back end infrastructure, and development environments.
- Daily tasks included capacity planning, hardware and virtual machine deployments, systems configuration, monitoring, and troubleshooting.

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## **UITS Network Operations and Information Security**

**University of Connecticut, May 2014 to May 2016**

- Managed DHCP, DNS, and subnet allocations.
- Designed and implemented a process for delegated Infoblox access, including the creation of end-user documentation, running staff training sessions, and maintaining administrator guides.
- Assisted in implementing Duo two-factor authentication.

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# **Education and Certifications**

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Openstack Professional

Mirantis

- Certificate #200-378-071

Bachelor of Science in Computer Science

University of Connecticut

- Senior Thesis: Designed and implemented a Python 3 network manager and visualization tool for 6TiSCH network devices.

Bachelor of Arts in Global Legal Studies

Arcadia University

- Completed an honors curriculum in addition to my B.A. course of study.
- Honors Thesis: A comparative case study on Indian patent policy and its impact on that nation's pharmaceutical and information technology industries.