Nathaniel Felsen

Dev, Ops and DevOps

contact

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core engineering

Architecting, System,
Network, Security,
Scaling, Deploying,
Automation,
Algorithmic,
Unit Testing,
Troubleshooting

scripting & programming

Ruby, Perl, Unix shell,
C/C++, PHP, Java,
HTML

web servers

Apache, Lighttpd,
Ngnix, Tomcat

datastores

MySQL, PostgreSQL,
SQLite, Redis, Hadoop,
Hbase, Cassandra

operating systems

Linux (CentOS, Debian,
RHEL, Ubuntu,
Debian), Solaris,
NetBSD

monitoring

Nagios, Graphite,
Cacti, QualysGuard,
ganglia, opentsdb,
newrelic

version control

Git, SVN, CVS

configuration management

Puppet, hiera,
mcollective, Vagrant

experience

Mar 13–Now **Jive Software** San Francisco, California
DevOps Engineer and Service Architect

- Created a complete solution for CI/CD for legacy and new services
- Participated in the creation of the company internal framework to manage services
- Managed all multi tenants customer facing services
- Automated provisioning and orchestration of resources
- Puppetized a number of services previously "managed" by hand
- Added numerous "devops" tools to our infrastructure
- Deployed a solution to manage logs (logtash, kibana, elasticsearch)
- (Re)Architected a number of services to make them compliant with industry best practices.
- Improved infrastructure monitoring
- Administrate Hadoop and Hbase clusters
- Troubleshot issues and incidents
- Added documentations and processes to hand off services management to other teams

Sep 12–Feb 13 **Square** San Francisco, California
Service Reliability Operation Engineer

- Joined Square as the first member of the SROE organization
- Created & documented all aspects of building SROE team (runbooks, checklists, change policies…)
- Defined the team roadmap as well as work prioritization
- Ran daily and weekly meetings on Change management (ITSM) and Infrastructure metrics review
- Made daily changes to our infrastructures in staging and production
- Supported the engineering team with operations tasks (supplied hardware, created vips, db, dns changes etc…)
- Monitored infrastructure
- Troubleshot issues and incidents
- Took part of the 24x7 oncall rotation

Mar 10–Sep 12	**OnLive**	Palo Alto, California

Lead Service Reliability Engineer

- Led a team of SRE of varying skill levels across multiple shifts (2 deeps), including weekend and grave
- Ensured that tasks and projects get proper execution and resources
- Monitored infrastructure
- Added new monitoring scripts and tools to gain visibility on the platform and services
- Developed new commands to operate the infrastructure
- Automated recurring tasks
- Re-architected services to make them more reliable
- Trained new employees
- Improved, Updated and Added documentations of our process in the wiki
- Rolled out new code and new content to production
- Troubleshot issues and incidents
- Post mortem analyses

Aug 07–Mar 10	**Orb Networks**	Oakland, California

Server Operations / Linux Developer

- Managed the operations: Responsible for System, Network and Security of the development, pre-production and production environment
- Ported our desktop application Orb Caster to Linux (RPM/Deb and partners appliances)
- Developed embedded software for orb's home consumer products Orb Music and Orb TV
- Improved the architecture of the web applications Mycast V1 and V2
- Redesigned the database architecture schema to get high availability and geographic load balancing
- Automated recurring tasks (build & release of software, firmware, website, sales tax report)
- Developed, integrated and deployed server side applications for streaming, crash reporting, registration

Mar 06–Aug 07	**Qualys**	San Francisco, California

DevOps Engineer and Service Architect

- Managed Staging, Quality Assurance and Development servers that are involved in running the QualysGuard service.
- Developed web based tools and applications for Setup, Administration, Maintenance and Troubleshooting of the production environment
- Built and deployed new server hardware for the QualysGuard service.
- Performed ongoing system maintenance, administration, and troubleshooting.
- Deployed new systems and security patches.
- Analyzed performance and identify system bottlenecks
- Made a proof of concept on the log management
- R&D on the integration of QualysGuard in open source and commercial solutions

additional experience

| Feb 08–Oct 08 | **Acadopia** | San Francisco, California |

Technical co-founder

- Chose the technologies and tools to use for the initial product
- Architected the application
- Developed the application with 2 other engineers

| Dec 07–Feb 08 | **NewsBox Facebook application** | San Francisco, California |

Web Developer (contractor)

- Architected the server infrastructure
- Developed the Back-End, Front-End and User Interface

| Mar 05-–Dec 05 | **Hawkeye** | Paris, France |

Developer
Took part in developing the open source project, hawkeye
http://hawkeye.sourceforge.net

| Jan 05–Dec 05 | **Cristal** | Paris, France |

Security consultant (contractor)

- Involved with 2-3 application/network penetration tests a month for numerous companies.
- Prepared preliminary and final Reports for the client during the vulnerability discovery, remediation and mitigation processes.
- Consolidated architectures and completed post-mortem analysis

| Jan 05–Dec 05 | **Epita** | Paris, France |

Teacher's Assistant
Taught engineering students C, Unix programming and algorithmic

education

| 2000–2006 | **Masters** in Computer Science (MSCS) | EPITA, Paris, France |

Ecole pour l'informatique et les technologies avancees
Majors : System, Network and Security
Graduated with honors

| 1999–2000 | **Diploma** of Higher Education | Louis Pasteur University, Strasbourg France |

Majors: Mathematics and Computer Science