

Jim Park

Operations Engineer

Contact

Email

jpark@jim80.net

Phone

+1.210.649.5546

About

Jim has a passion for creating flow, creativity, and fun in all domains of life. In technology, this manifests as being a champion of automation and manifesting workflows as code. In people, this manifests as listening with kindness, and gentle encouragement towards individual accomplishment.

Work

Credit Suisse Labs

September 2017 — Present

Member of the Technical Staff

<https://credit-suisse.com>

Credit Suisse Labs leverages new tools and new ways of working to build new businesses or refresh old ones in a way that benefits both Credit Suisse as well as society as a whole. I have the pleasure of working with world-class scientists and engineers leveraging bleeding edge technology.

Highlights

- Created CI/CD system leveraging GCP services like Google Cloud Builder, Google Container Repository, Helm, and Keel
- Created using BeyondCorp practices to secure Labs operating infrastructure.

Pivotal Software

December 2014 — September 2017

Cloud Operations Product Manager / Team Anchor

<https://pivotal.io>

I was responsible for Cloud Operations in roles as Product Manager and Team Anchor. I loved operating at the bleeding edge of Cloud Native platforms, and I particularly loved the dynamic of Pair Operating. The team had a breadth of skills and backgrounds, and being able to spend much time with everyone was immensely satisfying. Every day was an adventure in learning and teaching.

Highlights

- Technical liason for Rackspace Managed Pivotal Cloud Foundry
- Created fully-automated (from product release to production) deployment pattern, reducing operator toil
- Took ownership of reference monitoring guidelines and templates for Cloud Foundry, improving visibility and MTTR

Wildbit, LLC

March 2014 — October 2014

Systems Engineer

<https://wildbit.com>

Working with Wildbit was an interesting experience, and the company culture is great. But this was where I learned that working from home was too isolating for me. I learned that I enjoy bringing other people along on

journeys with me, and sought that out in my next career move.

Highlights

- Implemented chef-based configuration management for linux and OmniOS servers

Adknowledge, Inc.

August 2012 — March 2014

Senior Linux Administrator

<http://adknowledge.com/>

The best part, and the hardest part, about working with Adknowledge was the performance requirements of the product required hardware assets. This was where I most developed the skill to design tools that were resilient to I/O failure and could manage thousands of nodes.

Highlights

- Created using puppet-based configuration management to reduce configuration errors and change deployment time
- Created custom infrastructure SSH tool (like a hacky ansible) to manage configuration drift

IC Solutions

July 2011 — August 2012

Senior Systems Administrator

<https://www.icsolutions.com/>

ICSolutions was where I developed my passion for configuration management tooling. Given a broad array of customer sites, I wrote tooling to configure linux servers and Juniper networking equipment.

Highlights

- Created using puppet-based configuration management to reduce configuration errors and change deployment time
- Configuration of JunOS/ScreenOS network devices

Peer 1 Hosting

August 2008 — July 2011

IT Administrator

<https://www.cogecopeer1.com/>

Given the business-critical nature of the servers we hosted, I encountered a daily barrage of priority break-fix scenarios, from failed hard drives, to misconfigured apache servers, to troubleshooting performance problems. Working in hosting pushed me enabled me to become intimately familiar with networking, DNS, web hosting, and the many ways systems can break.

Highlights

- Implemented LANDesk ITSM suite to automatically provision software and configuration management of workstations

Mt San Antonio College

December 2007 — August 2008

Student Assistant V

<https://www.mtsac.edu/>

While attending computer networking courses, I was a student assistant and configured lab workstations. This was where I learned about virtual machines on my shiny XPS laptop. I setup the laptop with PXE and Symantec Ghost so that I could avoid walking around with OS disks.

Highlights

- Created using gold images and PXE to reduce desktop deployment times by eliminating the need to walk around with OS disks.
- Created MSI packages to deploy using GPO, rather than install on site

United States Marine Corps

June 2001 — December 2007

I served for over 5 years in support of our nation's interests. This was a transformative experience in being a part of a highly structured and effective organization.

Highlights

- Created bench stock of repair parts and customized repair procedures during support operations in OIF. These actions enabled an order of reduction in Mean Time To Repair from 6 months to same day or next day for the most common repairs. Was awarded certificate of commendation for achievement.

Volunteer

Social Mobility Pathways

November 2018 — Present

President

Social Mobility Pathways matches mentors with junior professionals and students. Mentors receive leadership training, and mentees are connected with caring and compassionate guidance.

Toastmasters International

September 2016 — Present

Area Director

Toastmasters International is a nonprofit educational organization that operates clubs for the purpose of promoting communication, public speaking, and leadership skills.