Justin Dugger

Santa Clara CA, 95051 (669) 245-5452

https://github.com/jldugger https://pwnquin.net ildugger@gmail.com

EXPERIENCE

Apple Inc

Siri Operations Engineer

Jan 2018 - Current

Cupertino, CA

SRE for Siri, a service for billions of active users driven by tens of thousands of servers Site Reliability Engineering

- Respond, triage and repair service outages
- Write companion runbooks for pages to on-call SREs
- Refactored PagerDuty for executive metric reporting and cross-team escalation
- Automated schedule and service management with Hashicorp Terraform
- Review board representative for RCAs and bug reviews

Release Engineering

- Decreased canary validation time by designing a real-time Grafana dashboard
- Ported automation suite from Python 2.7 to Python3.
- Capacity planning and launch support for new features and services

Oregon State University

Senior Systems Architect

2012 - 2017

Corvallis, OR

Fix and improve the infrastructure that makes vital open source projects tick

Supervise student employees in DevOps and SRE practices

Draft on-call policies and implement PagerDuty integration

Respond, triage and repair service outages

Present tech topics at regional meetups and conferences

- Heartbleed, Beaver BarCamp '14
- Teaching Students SRE Principles With Games. *Monitorama '16*

Migrate CFEngine2 managed Gentoo systems to Chef managed CentOS VMs

Kansas State University

Application Services Administrator

2011 - 2012

Manhattan, KS

Deploy and maintain Enterprise Java Applications

Respond to site reliability events on production systems

Work with developers to deploy new releases and debug problems on servers Develop and maintain programs/scripts for automation and monitoring tasks

Kansas State University

Application Developer

2010 - 2011

Manhattan, KS

Write and debug JEE code supporting identity management

Review university password policies and create UIs to implement them Fix bugs and add new features to existing identity management SOAP APIs

EDUCATION

Kansas State University, Manhattan KS B.S. in Computer Science