John Dyer

Manager of Platform Operations

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programming

♥ Go, Ruby, Java, Javascript

tools

♥ Sublime, Vim, Eclipse, Jenkins, Chef

technologies

♥ Configuration management, Tool development, Automation, Continuos integration, Amazon Web Services, Monitoring

objective

Obtain employment with an innovative technology firm: Wherein I am responsible for design and implementing creative and innovative solutions to complex technological and business problems.

experience

2012–Now   **Tropo,Inc**   Menlo Park, California

Director of Platform Operations

Managed a distributed team of system engineers responsible for a real time communications platform deployed in Tropo's own cloud as well as 'on-premise' in global telco carriers facilities.

Responsibilities:

- Handling all management duties for the operations team, including but not limited to hiring, scheduling, and performance evaluations.
- Conduct incident reviews with team and provide executive summaries for senior leadership.

Detailed achievements:

- Lead migration from in-house configuration management solution to Chef
- Integrated Chef into continuous integration process to ensure
- Migrated Tropo.com service from a two site, collocated solution, to a hybrid deployment using IBM's Softlayer and Amazon Web Services.
- Migrated Tropo from legacy Nagios / Solarwinds monitoring to Sensu for all monitoring.
- Implemented formal incident review process for all outages.
- Create internal tooling to help facilitate optional responsibilities for the Tropo platform:
  - API's for managing call routing
  - call detail report recovery and delivery
  - Monitoring and alerting via custom tooling
  - fraud / abuse prevention

2008–2012   **Voxeo Corporation**   Orlando, FL

Customer Engineer

Rated 'truly distinctive' for Analytical Skills and Teamwork.

Responsibilities:

- Author documentation & blog content to help illustrate new platform features and development techniques.
- Developer Evangelism by representing Tropo and Phono brands at dozens of national conferences & events.
- Manage and resolve escalated customer issues for Prophecy, Tropo, Phono, and SMSified, and Prism application server.
- Support and train developers and enterprise users on over ten separate markups and platforms.

| 2008-2012 | **Krumpt Solutions, LLC** | Orlando, FL |

Owner

Sole proprietorship consulting company. Managed IT operations Central Florida Pulmonary Group. Staff of 150 employees, and 15 practitioners. Accomplished included migration to GoogleApps from Exchange 2003. Build out of new 6000sq ft facility, which included MPLS site to site network, and multiple diagnostic labs, including Mitsubishi CT scanner.

technologies

operating systems

- Centos 5 / 6
- OSX Server
- Windows Server 2k3 / 2k8
- Ubuntu

servers

- Prophecy voice server
- VoiceObjects server
- Prism application server
- Apache
- Nginx
- IIS
- HAProxy
- JBoss & Tomcat
- Sinatra

services

- Amazon S3
- Amazon EC2
- Amazon VPC
- Amazon Autoscaling
- Softlayer
- Heroku
- Tropo & Twilio
- JIRA
- Confluence
- Logstash
- Graphite
- Sensu
- Nagios
- Active Directory 2003
- Logstash
- EjabberD
- OpenVPN server
- Jenkins
- MySQL
- Named
- ActiveMQ

languages & tools

- Go
- Chef
- Ruby / RoR 3.x
- Javascript / jQuery
- PHP
- Bash
- Node.js
- Java
- SSML / SRGS / GRXML
- VoiceXML & CCXML
- GIT
- AppleScript

education

| 2004-2007 | **Bachelor of Science** Management Information Systems | University of Central Florida |

Duel minors in Finance and Hospitality Management

| 2000-2003 | **Associate** of Arts | Valencia College |

certifications & awards

certifications

- Microsoft Certified Systems Engineer
- VoiceXML Certified Developer
- VoiceObjects Certified Developer
- CompTIA Security+

awards

2011 & 2012 **Customer Obsession Award** Voxeo Corporation
Awarded employee that demonstrates exceptional customer service.

community involvement

Current **Co-Organizer** Devops Days Atlanta 2013 & 2014
Part of core organizing committee for first Devops Days in Atlanta; a single track 2 day conference with over 170 attendees.

Current **Co-Organizer** Devops Atlanta
Organizer for Devops Atlanta, a monthly Meetup with talks by on various topics related to automation and the DevOps culture. The group has over 700 members in the Atlanta area.

2010 **Co-Organizer** Coding Dojo
co-organizer of Orlando Coding Dojo group, a monthly social group which developers came together so work on simple problems in various programming languages.

projects

- Freeswitch auth proxy
- Vagrant-awsinfo
- anybar-go
- slackrus
- billwise4r (maintainer)
- ilookup
- Tropo.go cli tool
- Aspect parse_cdr
- prism-chef
- Chef contributor
- Sensu contributor

interests

professional:
- Keeping on top of new operations tools, software, and processes
- Experimenting with new languages
- Blogging

personal:
- Photography
- Cooking
- Traveling