Joseph Anthony Pasquale Holsten

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Skills

Programming Languages
Significant experience with Ruby, Portable Bourne Shell, Go & JavaScript. Some experience with C, Java, Python & SQL. Merely dangerous in Scheme, Haskell & Erlang.

Operations
Significant experience with Continuous Delivery (Jenkins, Rundeck, Travis), Containers (Docker, Illumos Zones), Service Discovery (Consul, custom), Configuration Management (Chef, Puppet, Ansible), Network Monitoring (Sensu, Nagios, Server Density), Metric Timeseries (Graphite, Librato), Log Management (Logstash, RSyslog, Papertrail), HTTP Servers (Apache, Nginx) & Queue Brokers (RabbitMQ, Kafka, Redis). Some experience with VPN (OpenVPN, IKEv2, Wireguard), Firewalls (IPFilter, IPF), Relational Databases (PostgreSQL, MySQL, SQL Server). Merely dangerous with Hadoop, Cassandra, LDAP, Intrusion Detection & Single Sign On.

Web technologies
Significant experience with HTTP, REST, HTML, DOM & XML. Some experience with CSS & SAX. Merely dangerous with RDF, SOAP & WSDL.

Operating Systems
Significant experience with UNIX (Debian, RHEL, OS X, Illumos). Some experience with Windows (Server 2012 R2). Want excuses to play with Plan 9 & IBM i (née AS/400).

Software engineering
Significant experience with Model-View-Controller, Test Driven Development, Continuous Delivery & Queueing. Some experience with Evented concurrency, Key-Value databases & Document databases.

Experience

Senior Technical Program Manager, Oracle Cloud Infrastructure, Compute   2021-10 – 2024-11
Spearheaded development of an operational response process for a 35-member service team to address incident recurrence and improve time-to-mitigation.
Designed and scaled a major incident response process for a 500+ member unit, introducing documentation standards and automated repair frameworks, enhancing collaboration and efficiency.
Led operability team in creating feedback cycles and automated repair systems for distributed compute systems, enabling scalable incident response for backend systems impacting thousands of instances.
Contributed to foundational infrastructure for Kubernetes-based workloads on Oracle Cloud, benefiting high-profile customers like TikTok and xAI, enhancing service reliability and scalability.

Senior Engineer, Oracle Cloud Infrastructure, Compute   2019-09 – 2021-10
Eliminated instance downtime by redesigning core API services to support in-place updates, scaling from dozens of beta users requiring manual intervention to thousands of automated daily updates across production infrastructure.
Managed Gartner Magic Quadrant evaluation process for Compute service, navigating cross-organizational dependencies (Linux, Storage, Networking, Images) to deliver performance benchmarks under analyst scrutiny—validating infrastructure could handle 1000 simultaneous launches.
Prevented customer-impacting release delays during organizational upheaval by owning end-to-end review and coordination of Terraform provider, SDK, and CLI changes—keeping deliverables on track while peer teams experienced significant schedule slippage.
Reduced customer support burden through deep performance optimization of foundational Go SDK, enabling self-service troubleshooting from application layer down to OS-level configuration for services like Oracle Kubernetes Engine.

Senior Solution Architect, Oracle Cloud Infrastructure, Compute   2018-05 – 2019-09
Accelerated enterprise customer adoption by developing reusable infrastructure patterns (Active Directory integration, Elasticsearch deployment, custom Linux migrations) using Python, Terraform, Ansible, and Cloud-Init, reducing customer onboarding time and support escalations.
Unblocked Oracle Global Business Unit migration to OCI by creating safe instance modification tooling which enabled rapid prototyping and removed deployment bottlenecks blocking Oracle Fusion Apps team adoption.
Delivered VMware-on-OCI Terraform solution under high-stakes deadline for Oracle OpenWorld 2019 on-stage demonstration and Oracle-VMware partnership announcement, meeting critical go-to-market timeline.
Established partner image security standards and review process, personally reviewing dozens of images and preventing multiple critical vulnerabilities (hardcoded credentials, SSH keys, unsafe permissions), then built and trained dedicated team to maintain quality enforcement.

Site Reliability Engineer, Private Internet Access   2017-08 – 2018-03
Eliminated customer-reported outages by implementing Prometheus/Grafana monitoring for 3000+ servers across 45 datacenters, replacing reactive support-ticket-based detection with proactive automated failure detection.
Established foundational source control and CI/CD by deploying GitLab and GitLab CI, eliminating single-server code storage risks and enabling versioned deployments where none existed previously.
Developed standardized cross-datacenter provisioning pipelines and decommissioning procedures, ensuring secure credential management and consistent deployment practices across distributed infrastructure.
Designed incident response procedures to reduce MTTR and coordinate remediation across geographically distributed VPN infrastructure serving privacy-critical customer workloads.

Software Engineer, Lovable Technology   2017-03 – 2017-07
Contracted with Oracle to implement a Go SDK and Terraform Provider for Oracle Bare Metal Cloud.

Infrastructure Engineer, Ensighten   2014-11 – 2017-03
   Infrastructure buildout, maintenance, & automation: Collaborated with infrastructure and product engineers to maintain ~1300 servers using Terraform for provisioning, Puppet for platform config & Ansible for deployment. Servers were spread across 14 datacenters/regions, from 3 cloud providers and 1 non-cloud provider.
   Monitoring: Built server monitoring service to support cross-region availability and autoscaling clusters using Sensu & Graphite.
   Secondary DNS for Geo-Targeted Services: Converted ~2000 records for 12 datacenters from manual configuration in UltraDNS to configuration-as-code with support for both UltraDNS & NS1. Implemented the UltraDNS & NS1 providers for Terraform, and a Nagios-compatible monitoring plugin to check for divergence.
   Tooling development: Implemented & maintained UltraDNS and NS1 Terraform providers in Go (now included the offical release), Nagios/Sensu plugins in Ruby, and assorted work in Python, Java, Node.js, Groovy & PHP.

Infrastructure Engineer, Simply Measured   2012-02 – 2014-08
   Infrastructure buildout, maintenance, & automation: Designed, built and maintained systems to run internal applications and support services. Maintained ~500 servers and ~50 internal applications, averaging a 150 server-to-admin ratio.
   Metrics & reporting: Provided services for measuring and reporting performance and usage of internal applications.
   Education: developed, maintained and trained in procedures for using infrastructure and internal support services. Developed ~100 standard operating procedures and supported ~45 engineers.
   Emergency response: developed and maintained on-call processes for engineering teams to respond to their respective application and infrastructure failures.

Operations Engineer, Bitp.it   2011-02 – 2011-08
   Developed, implemented fully automated deployments using Git, Chef
   Ran a node.js service on a single no.de server handling over 400 requests per second
   Ran a bitcoin mining pool at 100 GHash per second

Software Engineer, Waterfield Technologies   2010-06 – 2011-08
   Developed, implemented fully automated deployment strategies using VMWare, Git, Chef, & Capistrano
   Developed banking & energy sites using SharePoint, ASP.NET, Ruby on Rails
   Automated testing, continuous integration site monitoring with Cucumber, RSpec, NUnit, CruiseControl
   Developed a content publishing service with JSON, HTML & SOAP interfaces

Engineer, Mobicentric   2009-10 – 2010-08
   Developed a mobile real estate listing service for real estate agents
   Optimized a pure ruby API client to process ~6000 listings & ~60000 images per day on a single Heroku worker, over 10x more throughput than the vendor's standard client.

Further experience available upon request

Open Source & Community Contributions

Most of my open source contributions are visible at `github.com/josephholsten`,
off-github contributions follow:

Founder, Board Member, Sous Chefs [github-org, torch-passing]	2015 – 2019
Contributor, terraform [OCI, NS1, UltraDNS, core]	2014 – Present
Contributor, glibc [commitdiff]	2014
Contributor, go [commitdiff]	2013
Contributor, OASIS [XRD]	2008 – 2010
Contributor, IETF [Disco, About:]	2009
Contributor, OAuth Extensions [Session, Language, Scalable]	2008
Contributor, Ruby on Rails [XmlMini]	2008

Presentations

Sous Chefs - Fostering Better Community Cookbooks, Chef Conf [video]	2017-05-24
Sous Chefs, Food Fight Show [video]	2017-01-06
Saturday Night Disco on Monday Morning, DevOpsDays Austin [video, slides]	2014-05-06
Becoming Fearlessly Definite & Resourceful, ChefConf [video, slides]	2014-04-17
Services in Go: from Proof-of-Concept to Production, GolangVan [video, slides]	2014-02-05

Education

BS Computer Science, Oklahoma State University, Tulsa, OK	2005 – 2010
Cisco Network Academy, Tulsa Technology Center, Tulsa, OK	2002 – 2003

Interests

Augmented Reality, Digital Contracts & Reputation

Community Organizing, Volunteering & Open Source

References

Available upon request