Eric Gisse

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DevOps Engineer

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Professional Profile :

- Systems professional with significant devops experience; proficient in Linux (Debian, CentOS, etc) with the drive to stay current with relevant technologies as they apply to my current focus of systems administration.
- Experienced with modern configuration management solutions (Puppet) and methodologies.
- Skilled system administrator with extensive knowledge on how to secure and administer multiple servers used by large volumes of local and remote individuals.
- Experienced in developing and managing LAMP environments.
- A troubleshooter and problem solver who works hard to overcome or circumvent any challenge.
- Trained analytic mindset that is invaluable when approaching new problems and situations.

Professional Experience *(selected)* ***:***

SafeBoda (2019 - Present)

One of the team that developed the Elixir code base that live migrated functionality from a PHP based mobile app API into an Elixir codebase hosted on AWS. One example of that work was developing the caching of Google Directions API that saved a significant amount of money over its PHP predecessor. **(ASK ME ABOUT ELIXIR)**

At peak (pre-coronavirus) it was serving 50 million requests a day to tens of thousands of users across 3 countries on a small number of compute notes.

Built Terraform-managed AWS based infrastructure to replace Heroku. Eg: ALB, route53 for DNS, ACM SSL certificate terminating on the ALB, autoscaling group that manages instances. With appropriate Cloudwatch monitoring to match.

Developed NixOS deployments for immutable infrastructure that permitted smooth Elixir deployments while using Gravitational Teleport for access control.

Developed Terraform modules to support the company’s business needs in a uniform, maintainable fashion.

Managed PostgreSQL database and handled performance optimizations for application teams. My tenure saw us go from 3 2x; Aurora read nodes + 2xl write node, to a single r5.4xlarge RDS instance at a significant cost and performance savings.

***DevOps Contracting &* Consulting (** 2013 - 2019 **)**

I have worked as a Linux, and to a lesser extent, a networking consultant for both personal clients and on freelancing platforms such as Upwork (formery known as oDesk).

See: https://www.upwork.com/freelancers/~01f2546e9a35daff31
This shows that I have the drive and motivation for independent action and thought, with the skill to follow through on projects.

Some of my recent projects which I have designed and implemented to completion:

- Currently completed work:

  Conversion of legacy un-managed Asterisk PBX into fully Puppet managed Asterisk PBX. Includes heavy rewrites to the forge module that is mirrored on my personal github https://github.com/jowrjowr/puppet-asterisk/

  Additional work includes shipping logs from Asterisk into ELK with full processing and database integration to obtain customer metadata.

- 12/2018 – 4/2018 Designed and implemented the Jenkins CI infrastructure & production network for coder.com utilizing Google Cloud & Docker.
- A conversion of a legacy PHP application that serves approximately a thousand users into a Python based REST API built upon Flask. This includes a core authentication migration into LDAP. This application interfaces with a large number of 3rd party external APIs.
- A Chef-managed cluster (~50 nodes) for a visual search engine which deploys application code, configures nodes to act as a Ceph storage cluster.
- A Puppet-managed clustering solution (Arbitrary nodes) within AWS, using the EC2 API, for a client who wanted to build out a scientific computing tool.
- A Puppet-managed site deployment solution (~75 nodes currently) with a Perl backend to provision Amazon API assets (EC2, Cloudfront, Route53, S3). In addition to third party registrar API integration (from regular REST API, to SOAP, to the more “complicated”).
- Secured, optimized, and helped complete a client’s business transition over to Amazon EC2 including full domainkeys signing of outgoing emails.

Linux System Administrator (Level 2), Rackspace (2012-2013)

Was responsible for handling for RHEL, CentOS, and Debian support for Rackspace EMEA customers while simultaneously serving as an escalation point within my team for more complicated tasks.

This encompassed a large variety of different technologies:

- Virtualization support of both OpenStack and VMWare
- High availability MySQL/Apache & Clustering
- High capacity networking tools such as F5 loadbalancers
- Fiberchannel & iSCSI storage solutions
- eCommerce client support
- Tomcat support

Additionally, I developed internal tools and software to assist the team manage its' support duties. For example, I created a large series of scripts to automate certain support tasks on customer servers such as parsing Apache configuration lots and testing if mail servers were blacklisted. This significantly eased the support burden of myself and my teammembers who could then complete support requests faster and more accurately.

Education, Activities :

University of Alaska Fairbanks, Physics. (2003-2009)
CCNA (2002)
A+ Certified (2003)
CUSSE Certified (2010)
Pacific Rim Cyberdefense Competition. (2008)

Technical Proficiencies :

*(If I have listed it here I have at the very least a "quite reasonable" grasp of the technology as a **lower bound** of competence. Please note I find it hard to keep the list of technologies I have worked with trimmed to a "reasonable level" for brevity's sake.)*

Operating Systems :
Linux (CentOS, Redhat, Gentoo, etc.)
Cloud (IaaS) Technologies :
AWS
Cloudflare
Rackspace
VMWare
Digital Ocean
Web Hosting Platforms :
Apache (2.2/2.4), Nginx, Java Tomcat

Supporting/Ancillary Web Hosting Technologies :
MySQL (Including Percona/MariaDB server), Memcached, Redis, Varnish, Ruby on Rails, Passenger, Elasticsearch.
Core Virtualization technologies :
KVM, Xen, VMWare (ESXi)
Configuration management tools :
Puppet, Chef

Hardware :

Any commodity Intel and AMD x86 based hardware in both workstation and server platforms, and the experience required to assemble and troubleshoot both.

Programming and Scripting :

Python (Eg, Py3, Flask, etc), Perl, Bash (Linux Shell)