Karl Quinsland

Seasoned SRE and SysAdmin with a knack for automation and systematization all facets of life. Serial skill acquirer in pursuit of a more automated and optimal life; I pickup, replace and augment skills as needed. At the end of the day, the software/tools/things/technology I'm responsible for should be reliable, performant and ideally put a smile on people's faces.

Sprig 2022-04-01 — 2023-02-17

Sr. Ops Engineer/SRE

In-house AWS specialist tasked with taming legacy Terraform, k8s configuration and general 'as-needed' tool development / process automation.

Highlights

- Modernized legacy Terraform and consolidated infrastructure saving thousands of $/month in AWS costs.
- Architected and deployed highly scalable CI/CD pipe for IaC (infrastructure as code) cutting expensive dev time to provision infrastructure
- Wrote extensive documentation for - and provided training on - new IaC/tooling. Automated document generation for existing IaC.
- Introduced and consistently coached colleagues on standardized ADR (architecture design review) based approach to documenting and debating merits of architecture.
- Led efforts to eliminate nuisance pages and implement consistent incident management process leading to faster/cheaper recovery.
- Responsible for running bug bounty program, triage reports and prioritizing remediation work for internal teams.
- Performed security focused code and architecture review for new product features.

Kiddom 2020-10-01 — 2022-04-01

Sr. Ops Engineer/SRE

First dedicated Ops/Infra/SRE hire. Taming unwieldy infrastructure, porting legacy Terraform, developing/modernizing tooling and practices and leading efforts to instrument all layers of the stack.

Highlights

- Tool-smith: Wrote more than a few scripts/tools/lambda functions to automate everything from Cassandra cluster assembly to management of DNS entries and TLS Certificate provisioning to documentation generation
- OSS contributor: new features and bug fixes merged into various Cassandra management tools and Terraform providers.
- Led efforts to increase observability into applications and infrastructure and build out a mature incident reporting and management apparatus.
- Overhauled IAM and introduced best practices for cross-account resource utilization... and managed it with Terraform.

- Brought IaC practices to as many things as possible including external services; onboarding new Eng. hires was done with a few PRs and tools like Atlantis did the heavy lifting.
- Developed extensive corpus of documentation around IaC driven processes as well as legacy infrastructure and it's replacement - both planned and implemented.

Touchpoint Restaurant Innovations 2018-10-01 — 2020-04-01

Sr. Production Engineer/SRE

equal parts troubleshooter, automation tooling engineer, AWS architect. Owned efforts to modernize, internalize, containerize various bits of core infrastructure.

Highlights

- Tool-smith: Dozens of in-house tools some of which radically changed (read: streamlined and automated) how hardware was shipped to customers. Other tools developed as needed to rectify problems at hundreds of in-field deployments.
- Hashicorp evangelist. Terraform, Packer, Consul, Vault used/deployed to make for a largely immutable, smarter, more secure operating environment.
- Vocal advocate for the containerization of workloads whenever possible. Strong proponent of immutable infrastructure and declarative infrastructure as code.
- Tamer of Elastic Search (Open Distro for Elastic Search on Docker, specifically). Worked w/ Application Engineering side of the house on migration to ES7.
- Supervisor of in-field hardware; everything from instrumenting for prometheus and building Grafana dashboards to vetting OEM samples to reverse engineering troublesome firmware and proprietary APIs.

Eventbrite (via Ticketfly) 2017-09-01 — 2018-10-01

Sr. SRE, DevOps evangelist

Support Ticketfly's systems and help Eventbrite build new tools and processes to give developers more insight into their systems and the organization more flexibility

Highlights

- Worked to revise how Eventbrite and Ticketfly respond to critical incidences
- Wrote tooling to better link Vault to Eventbrite's central authentication flow
- Modernization of existing Puppet manifests
- Coached colleagues on networking in AWS and Terraform best practices
- Created networking components to securely share data between EB and TF data lakes; extensive work w/ EB DataScience team to fine-tune performance

Ticketfly 2015-01-01 — 2017-09-01

Sr. SRE, DevOps Practitioner, Tools Engineer, Cloud former

Hired as in the in-house AWS Expert. Led the migration from dataccentre to AWS and drove the necessary infrastructure and application architecture changes needed to pull it off.

Highlights

- Was 24x7 Tier 4 OnCall
- Rebuild a modern / skilled DevOps team
- Significant tech-debt eradication, ancient stack archaeology, platform spelunking
- Authored countless Chef cookbooks, ruby gems
- SCALR server administrator
- Mongo and MySQL dbe/a
- Consult as an SRE and Architect for new apps and services
- Successfully ran bare metal / data center exit & equipment disposition & data destruction efforts

Acxiom 2014-02-01 — 2015-01-01

Associate Software Engineer

Principal support contact for all Aditive software. Integral Chef 'consultant'

Highlights

- Developed chef training / coached internal teams on migration to Chef
- Built tooling to automate administration of Aditive software and better integrate it within Acxiom's AWS environments
- Worked with colleagues in Asia to support and roll out Aditive software for Asian markets
- SRE, Ops, Dev work for a variety of internal and external applications, some of which serve millions of requests every day.

Aditive 2013-07-01 — 2014-02-01

DevOps Engineer

Equal parts Mongo and Vertica 5 DBA. Led development of software to automate build/deploy of Aditive software in A/B style. In-house Chef dev

Highlights

- Single handedly engineered and implemented growth/scale strategy for high demand web services.
- Responsible for most infrastructure maintenance, including upgrades to production appliances and live migrations to AWS/VPC from AWS/EC2 Classic
- Designed and built a variety of deployment tools to aide under staffed development team with single-click / continuous deployment for testing and production environments.

UC, Merced 2009-08-01 — 2013-05-01

CA

BS, Computer Science & Engineering

Courses

- Computer Security
- Networking
- Computer Architecture

- Databases
- Algorithms

Amateur Radio Operator

Awarded 2020-01-01

by **FCC**

General Class

Intermediate Vault Training

Awarded 2016-09-01

by **HashiCorp**

Everything needed to deploy, run, integrate Vault

Programming Languages

- Python3: advanced
- golang: passable
- php: rusty
- ruby: rusty
- C/++: hacky

Cloud Providers

- AWS: advanced+
- Google: passable
- DigitalOcean: intermediate

Containerization

- Docker: advanced
- kubernetes: advanced

IaC/Ops Tools

- Terraform: advanced+
- Packer: advanced
- Consul: advanced
- Vault: advanced

General SRE/Ops/Admin

- Networking: advanced
- troubleshooting: advanced+
- performance tuning: intermediate
- testing: intermediate

🇪🇸 Spanish

No asombroso, suficiente

Fitness

- avid gym rat
- automated nutrition optimization
- practitioner of various mindfulness techniques

Home/Personal Automation

- built/hacked several IoT devices; see https://karlquinsland.com/tags/esphome/

Networks & wireless systems

- Licensed HAM (we're allowed to build / test our own wireless protocols)
- Passionate student of all techniques/protocols for linking systems together