

SUMMARY

Web Operations Engineer particularly interested in **failure analysis**, **security**, and **performance**, and, most importantly, the **human aspect** of each of these. Obsessed with high-quality technical documentation. Prolific open-sourcer with over 150 Github repos and patches accepted into over 40 projects. Author and maintainer of 9 git/Github tools, 11 RubyGems, 8 Python packages.

PROFESSIONAL
EXPERIENCE

iFixit

Purveyor of Fine Linens and Unix Sorcery (Web Operations Lead Engineer) **June 2012 – present**
Code Frog (DevOps Engineering Intern) **March 2011 – June 2012**
Implemented caching system that prevents previously-frequent media-induced downtimes.
Implemented and champion application monitoring, leading to improvements in performance, stability, and user experience.
Wrote alerting system that gives developers direct access to failure reports.
Kickstarted thriving internal high-level documentation project.
Improved startup time of application servers from 15 minutes with 25% failures to <5 minutes with no failures.

XYZ Textbooks

Web Programmer / Sysadmin **June 2008 – March 2011**
Designed and developed intranet organizational web tools using Symfony.
Maintained colocated CentOS web server running Cherokee, Apache, Redmine.
Modified open-source online homework systems (WeBWorK, IMathAS) and worked with developers to merge patches upstream.

Cal Poly

Web Developer **July 2008 – November 2008**
Developed new department websites using Django and PostgreSQL.
Maintained legacy PHP+MySQL websites.
Migrated content from legacy websites to new Django-based websites.
Improved customer satisfaction by resolving old bugs and feature requests.

Taft Union High School

Web Developer **Summer 2006**

PUBLIC
SPEAKING

Don't Write Documentation – Write the Docs North America **May 2014**
Open Source Licensing – Cal Poly Linux Users Group **March 2011**
Git - Version Control Made Awesome – Central Coast Code Camp **May 2010**
Revision Control – Cal Poly Linux Users Group **January 2010**

SELECTED
ARTICLES

How to use the awk command in Linux – Xmodulo **July 2014**
Varnish: A Tale of Bravery and Romance – It Broke and iFixit **April 2013**
Using Gnuplot for Great Justice! – It Broke and iFixit **October 2012**
The Importance of Usability in Regards to Fire Fighting – changedmy.name **January 2012**

EDUCATION

California Polytechnic University, San Luis Obispo, California
B.S of Software Engineering **September 2007 – May 2012**

Coursera / John Hopkins

Computing for Data Analysis – 99% with distinction **January 2014 – February 2014**

SKILLS /
KEYWORDS

Linux: Red Hat family (CentOS), Arch Linux, Debian family (Ubuntu, Debian)
Monitoring/Alerting: Graphite, StatsD, Alertinator, Diamond, pipe-to-graphite, collectd
Scripting: Bash and utils (sed, awk, grep), Python, Ruby
Backend: PHP (Symfony, custom), Python (Django), Ruby (Sinatra), Perl, Java (JSP, JSF)
Frontend: HTML, CSS and Less, Javascript (jQuery, MooTools)
Databases: MySQL, PostgreSQL, SQLite
Web Application servers/proxies: Varnish, Apache, HAProxy, Nginx, Tomcat, Cherokee, uWSGI
Version control systems: Git, Mercurial, Subversion
Misc: Amazon Web Services (EC2, S3, CloudFront), Gearman, beanstalkd