

Mark Wagner

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Objective

To obtain a position that builds and maintains valuable and robust computing environments through automation, repeatable processes, and insightful monitoring.

Skills

- Operations: Deep experience managing Linux systems and critical infrastructure services. Full life-cycle automation. Resolution of issues in complex distributed systems including self-managed data centers and cloud environments.
- Software Development: Experienced python and ruby developer. Can analyze and debug applications written in many other languages including C, JavaScript, PHP, and Perl. Efficient development with continuous testing, integration, and deployment tools. Theoretical knowledge of software design principles and computer science topics.

Employment

Senior Site Reliability Engineer

February 2018 to the present

Skytap, Inc.

- Approved production changes. Mentored junior engineers.
- Managed git source code repositories hosted with GitHub and locally with Gerrit.
- Supported Kubernetes container orchestration system with Docker as the container implementation.
- Managed DNS, DHCP, LDAP, NTP, SMTP, and certificate authority infrastructure services.
- Supported observability monitoring systems: Zabbix, ELK (Elasticsearch, Logstash, and Kibana) stack and TIG (Telegraf, InfluxDB, Grafana) stack.
- Served as a MySQL DBA: provided operational support, analyzed performance, and planned capacity.
- Participated in open source projects: filed bug reports, suggested fixes, and helped others.

Senior Operations Engineer

November 2013 to February 2018

Skytap, Inc.

- Supported Skytap's global cloud hosting platform based on VMware ESXi, Linux, Solaris, HP hardware, and 3PAR block storage.
- Improved hardware provisioning speed by creating installation checklists and writing scripts to automate device testing and configuration.
- Automated system deployment and configuration with Foreman, Puppet, and Ansible.
- Configured and maintained network infrastructure such as IPSEC VPNs, F5 BigIP load balancers, Juniper routers, and Cisco Nexus switches.

Senior System Administrator

February 2013 to November 2013

Point Inside, Inc.

- Managed AWS resources (EC2, VPC, RDS, SQS, SNS, CloudWatch) with command line tools and custom Ruby scripts using the AWS SDK.
- Designed and implemented scalable architecture with AWS Auto Scaling.
- Maintained infrastructure with chef. Wrote custom chef cookbooks.
- Wrote release automation scripts.
- Diagnosed and helped resolve HAProxy, Apache, Tomcat, and Solr issues at the network, server, and application levels.
- Mentored and trained junior system administrators.
- Researched new AWS services and other cloud technologies.

Senior System Administrator

July 2010 to February 2013

Intelius, Inc.

- Identified and resolved system faults and performance problems by debugging PHP code, running Apache under a debugger, examining MySQL statistics, and analyzing OS and kernel metrics.
- Analyzed, documented, and remediated PCI compliance issues.
- Evaluated hybrid cloud systems and implemented the OpenNebula / KVM platform.
- Installed and administered a Hadoop cluster.
- Handled custom compilation and deployment of Apache, PHP, and other software packages.
- Maintained configuration of the SEC log analysis system, BIND DNS servers, and cfengine configuration management software.
- Administered SAN and NAS storage systems.
- Researched and prototyped new system administration software and methodologies.
- Served as a backup MySQL DBA. Wrote automated database publishing scripts.

Senior Systems Administrator

December 2008 to March 2010

Infopia, Inc.

- System and SAN administrator for servers running Infopia's business-critical ecommerce SaaS system.
- Planned and implemented data center migration from managed hosting to new servers in a self-hosted environment.
- Installed and configured infrastructure servers: DNS, mail, LDAP, backup, and monitoring.

Systems Programmer

October 2001 to December 2008

University of Washington Medical Center

- Lead development of enterprise-wide Linux standard.
- Developed automated Linux installation and maintenance process.
- Trained junior sysadmins.
- Handled all aspects of system security in an unsecured, Internet-connected environment, including vulnerability analysis, subnet and host-based firewalls, and system hardening.
- Provided support for computer-controlled medical equipment, including imaging modalities and radiation treatment devices.
- Provided software installation and support. Compiled software from source. Performed fault analysis using system tools and debuggers.
- Performed system capacity planning and hardware acquisition.

Internet Systems Developer and Administrator

October 1998 to October 2001

Horvitz Newspapers Inc

- Designed and coded automated web site generation and archiving system in Perl.
- Webmaster duties: Compiled, installed, troubleshot, and performance tuned Apache.
- Security administrator for web sites and firewalls. Evaluated Internet-related security risks. Set up and maintained Linux-based firewalls.
- Installed and maintained DNS, ftp, monitoring, and backup servers and Sun and x86 hardware.

Fraud Application Support

January 1998 to October 1998

AT&T Wireless Services Inc

- Provided technical support to customers (Los Angeles Cellular, Cantel).
- Planned projects and solved problems in a complex environment involving vendor, customer, AT&T, and VAN systems.
- Trained support personnel.
- Participated in CTIA EDI standards writing process.
- Wrote parts of application support guide.
- Designed and implemented enhancements to fraud application.
- Wrote maintenance scripts in Perl and ksh.

Unix System Administrator

May 1996 to August 1997

Ameritech Communications Inc

- Administered Sun and HP servers.
- Installed and tuned Solaris.
- Installed and upgraded hardware.

Education

Master of Science, Computer Science

University of Washington-Seattle

March 2003

Computer Science, Philosophy

University of Wisconsin-Madison

August 1992 to May 1996

Bachelor of Arts, Philosophy

Lawrence University

June 1992

Certifications

- Certificate in Cloud Computing, University of Washington