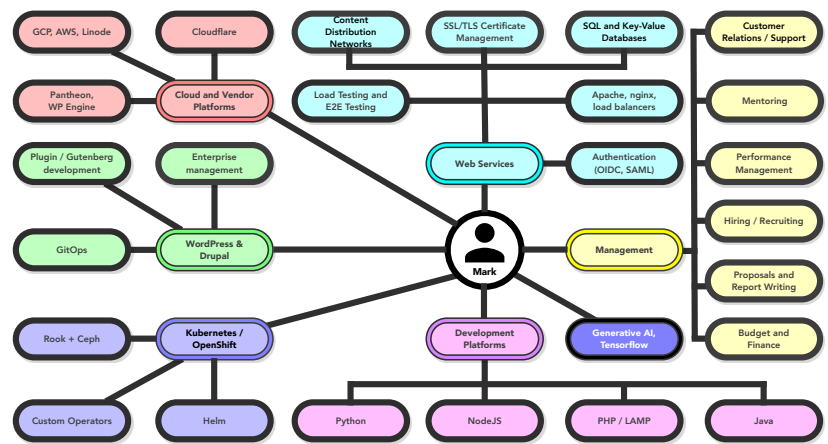# Mark Montague
Web Services Manager
mark@catseye.org

I achieve business goals by architecting and managing enterprise web services and infrastructure. I combine deep and broad knowledge of web technologies with business skills and sharp insights into what customers want and need.

Recent projects and accomplishments for the University of Michigan

Outsourcing web hosting services: Service manager and technical lead on a team of 16 people for modernizing and outsourcing university web hosting services. Requirements gathering, proposal writing, advisory group lead, migration planning. Three tiers and six service offerings.

Switched to new Web Single Sign On technologies: Led the effort to switch 800 enterprise websites from doing SSO at the web server level using a legacy SSO system to web-application level authentication using OpenID Connect and SAML2. Wrote a underline custom WordPress plugin to meet the needs that were not met by other open source or commercial OIDC plugins.

X.509 / SSL certificate service changes: Led a multi-team effort to switch over 5,000 certificates to a new certificate chain without disruption when the vendor's root certificate expired in 2020. Introduced central support for ACME university-wide, as well as code-signing certificate hardware tokens.

Moving websites to Cloudflare: Service manager and technical lead on a team of 27 people to protect websites from Distributed Denial of Service attacks and content acceleration. Created API integrations between Cloudflare and enterprise IT services; created processes, documentation, and training; managing university-wide rollout and adoption; managing the university's technical relationship with Cloudflare.

Architect and lead for enterprise load testing service: Proposed, piloted, and implemented a new load testing service that replaced several legacy solutions. Reduced costs by 50% while improving results (avoided two major service outages in the first 9 months that would have occurred without the new load testing service).

Web infrastructure modernization: Retired infrastructure for three old operating systems and replaced them with Red Hat Enterprise Linux 8, increased service resilience, eliminated most outages. Performed capacity planning, disaster recovery planning, and service portfolio management.

Employment

University of Michigan   **1995 – present**

| Manager | Web Hosting Team | Information and Technology Services | 2018 – present |

- Provide web hosting services (2,200+ enterprise web apps / sites, 23,000+ individual websites).
- Modernize legacy services, reduce technical debt, and retire/replace obsolete services.
- Manage 6 - 7 FTE, 17 services, 124 server VMs

- Provide end user support for Kubernetes/OpenShift.
- Migrate Virtual Machine based services to containers.
- Operate, support, and modernize the university's SSL certificate service (4,400+ certificates).
- Managed Information Services team 2018-2019 (+4 FTE)

Education and recent training

University of Michigan   Computer Engineering, Electrical Engineering   Undergraduate

- Linux Foundation Kubernetes Fundamentals (LFS258)
- 2020 - 2022 Kubecon + CloudNativeCon NA & EU
- Red Hat SELinux Policy Administration (RHS429)

- 2019 Ross Positive Business Conference
- Foundations of Supervision, Team Leader Training
- ITIL v3 Foundations (including exam)