MICHAEL BASIL

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SUMMARY

My mission is to resolve organizational misalignment allowing significant improvements to flow.

Notable achievements include reducing operational costs by 67% at Macmillan Learning and transforming an SAP business unit into a Kubernetes-driven operation, cutting deployment times from months to under two hours. These changes not only enhanced efficiency but also opened new revenue streams constrained by data residency and sovereignty laws.

With a strong technical foundation and a people-first approach, I blend Agile, Observable DevSecOps, and InnerSource methodologies with Positive Psychology, Zen, and strategic negotiation techniques.

My approach continues to evolve, demonstrating the ability to adapt and innovate without losing the human touch, ensuring sustainable agility within our culture. I am committed to deepening these practices and fostering an inclusive, innovative approach to cloud infrastructure, prioritizing human empowerment.

Discover more about the community-based improvement model: https://model.dojo.center

EXPERIENCE

Transformation Expert (DevOps)
2018 - Present

● **SAP** | Greater Chicago Area · Hybrid
- Enhanced team collaboration and efficiency at SAP by founding and leading the InnerSource Dojo.
- Generated $4M+ per year fresh revenue streams via co-architected Multicloud Kubernetes strategy.
- Achieved a 67% cost reduction in observability while managing increased data volumes, maintaining utility.
- Improved system interoperability through Cross-Platform Architecture OpenTelemetry collaboration.
- Boosted engineering maturity and resilience by integrating compliance controls into DevSecOps.
- Streamlined secure access management by implementing OIDC and SAML for seamless Entra integrations.
- Optimized operational reliability through architecting incident management integrations with ServiceNow.
- Drove community adoption as a Developer Advocate for Sumo Logic, Dynatrace, and OpenTelemetry.

Senior Director of Engineering
2016 - 2018

● **Macmillan Learning** | Remote
- Managed a $3M+ budget and led a globally distributed team of 20+ people across three continents.
- Achieved 5X improvement in MTTR, exceeding SLA, through revamped Observability strategies.
- Achieved a 67% cost reduction while enhancing performance metrics.

DevOps Engineer
2015 - 2016

● **MacArthur Foundation** | Greater Chicago Area · On-site
- Modernized infrastructure by spearheading the migration of legacy workloads to Azure and AWS.
- Streamlined secure access management by implementing OIDC and SAML for seamless Okta integrations.
- Improved developer productivity by initiating a shift to a cloud-based, Python-centric DevOps stack.

Chief Technology Officer (Founder)
2013 - 2016

● **Uprising Technology, Inc.** | Greater Chicago Area · Hybrid
- Delivered platform able to scale for 300,000+ alumni users with initial release.
- Enhanced startup growth by participating in the Google Cloud Platform for Startups and 1871 ecosystem.
- Optimized donor engagement by designing NLP algorithms for topic and sentiment analysis.
- Secured a patent for implementing an identity confirmation and records management system.

Solution Architect (Consultant)
2008 - 2012

● **Northwestern University** | Greater Chicago Area · On-site
- Streamlined operations by transitioning infrastructure from ad hoc management to structured CI/CD.
- Spearheaded the architecture and successful rollout of the "Our Northwestern" alumni portal.
- Improved system performance by directing tiger teams with internal and external experts.

Software Architect (Consultant)
2004 - 2008

● **University of Chicago** | Greater Chicago Area · On-site
- Modernized the Alumni Development systems by transitioning from Mainframe to web-based solutions.
- Reduced manual business process time from 3 months to 3 days through automation.
- Resolved performance issues by leading tiger teams with internal and external experts.

Full Stack Engineer
2000 - 2004

● **Axacore** | San Diego Metropolitan Area · On-site
- Boosted performance by re-designing key workflow, image, and database components.
- Streamlined document management development using Service Oriented Architecture.
- Enhanced project velocity by leading Scrum teams in an Extreme Programming/Agile environment..

EDUCATION

Bachelor of Science (B.S.), Computer Engineering

● **University of Illinois Urbana-Champaign**
- Graduated in 2000 with high honors
- Engineering study abroad exchange program (Santiago, Chile)

CERTIFICATIONS/PATENTS

Generative AI at SAP
2023

● **SAP**
- Optimized Dojo GitHub processes through integration with Generative AI.

Zen Leader
2023

● **Institute for Zen Leadership**
- Enhanced team focus and reduced stress by implementing mindfulness practices.
- Boosted project productivity and collaboration through strategic team management.

High-Performing Negotiator Mindset
2021

● **The Black Swan Group**
- Strengthened business partnerships by leading strategic negotiations to secure beneficial terms.
- Ensured compliance and favorable outcomes for all stakeholders through effective contract management.

Foundations of Positive Psychology Specialization
2021

● **Coursera**
- Fostered a collaborative and effective work environment by enhancing team dynamics.
- Boosted personal and professional development through championing individual improvement programs.

Certified Kubernetes Application Developer
2018

● **Cloud Native Computing Foundation (CNCF)**
- Scaled operations and enhanced system resilience through advanced cloud computing strategies.
- Optimized container orchestration and system efficiency by leading Kubernetes learning initiatives.

System for Identity Confirmation and Records Management
2016

● **US Patent 15064596**
- Boosted security by integrating third-party identity verification solutions.
- Enhanced information accuracy and usability by developing data matching and record linking capabilities.

SKILLS

Industry Knowledge: Performance Engineering, Capacity Planning, Problem Management, Predictive Analytics, Data Science, Natural Language Processing (NLP), Sentiment Analysis, Change Management, Partner Relationship Management Manager of Managers, Learning Management, Budget Management, Agile, Scrum, Scrumban, Extreme Programming, InnerSource, Dojo, Communities of Practice/Centers of Excellence

Tools & Technologies: Helm Charts, GitHub, Subversion, Google Cloud Platform (GCP), OpenID Connect (OIDC), Jenkins, Microsoft Azure, Amazon Web Services (AWS), Python (Programming Language), Source Code Control System (SCCS), Oracle Database, Microsoft SQL Server, PostgreSQL, MySQL, C++, .NET Framework, Java, Databases, Vault, Gardener, GitOps, Golang, Google App Engine, Web Technologies, Generative AI

Interpersonal Skills: People Management, Negotiation, Mindfulness, Public Speaking