

# Nate Fanaro

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## Experience

### Technology Director, DevOps

Torch

Apr 2021 - Present (1 year 9 months +)

Torch has given me the first leadership opportunity of my career. My team works on all aspects of Torch's infrastructure in AWS. We also support integrations with many other SaaS providers. The DevOps team is the first responding team when an incident occurs, or when new services are built internally.

Along with growing confident and happy engineers, I also:

- Scope, plan, and manage technical projects for the team.
- Lead incident response teams as needed.
- Report up on status, metrics and other KPIs.
- Optimize for cost wherever possible.
- Help inform engineers with available infrastructure options.
- Create dashboards and alerts that reflect the current state of our infrastructure.
- Help debug and troubleshoot technical issues. Both for end users and internally.
- Update, maintain, and release the Torch iOS application.
- Designed, built, and deployed a process to anonymize any RDS database within our infrastructure.
- Helped gather requirements, design, and built a proof of concept for Torch's data warehouse needs.

I would also like to add that my wiki skills (Confluence) are above average.

### Engineering Lead

Torch

Feb 2020 - Apr 2021 (1 year 3 months)

- Promoted Terraform internally to help manage infrastructure in the organization. This involved creating training materials and giving talks about new technology.
- Reduced time to create a new environment from one month down to one week.
- Created new environments to be used for things like sales demos and long term engineering projects.
- Updated infrastructure and created policies to help obtain Torch's SOC2 certification.
- Performed upgrades and maintenance of services like Elasticsearch and PostgreSQL.
- Created a template for creating new microservices. This includes infrastructure and build pipelines.
- Various network and database admin tasks. Permissions, troubleshooting, resizing, backup and performance strategies.
- Improvements to our CircleCI build pipelines. Both stability and performance related.
- Maintained documentation and charts that describe Torch's infrastructure. Both for engineering and high level use.
- Created a strategy and guides on using application secrets in Torch's platform.
- Performed upgrades, migrations, and other troubleshooting for an AWS hosted Elasticsearch cluster.
- Continued to see Torch through their SOC2 certification process.

- Maintained our Datadog integration as infrastructure grew. Created new alerts, metrics, dashboards, and integrations as needed.



## Senior Software Engineer

### Torch

Apr 2019 - Feb 2020 (11 months)

#### Major Projects

- Coach matching.
- Billing migration using Stripe.
- Created processes around data retention and user deletion.
- POC work for new services/integrations. Ex: EventBridge, Stripe, etc.

#### Key achievements

- Created a workflow around using docker for local development of existing services.
- Integrated Datadog Logging, APM, and Metrics in to an existing code base.
- Created talks, training material, and documentation around Datadog integrations and tooling.

#### Technologies used in this role

- Various AWS services including Lambda, RDS, S3, SQS, Cognito, and EventBridge
- Data stores: PostgreSQL, Redis
- Languages: Python mostly
- SaaS observability and logging services like Datadog and Sentry



## Senior Software Engineer, DevOps, Mobile iOS, Infrastructure

### ACV Auctions

Jul 2016 - Mar 2019 (2 years 9 months)

During my time at ACV, I had the opportunity to solve a wide range of problems that many growing startups face. From backend engineer, operations, to mobile development I have helped develop and improve most areas of the platform.

#### Development

- Designed new and worked on existing endpoints of the API used for frontend and backend systems
- Created an API that queried and cached data from the Carfax Auction Alerts API
- Maintain code quality and stability through unit testing, code reviews and clear documentation
- Made changes to improve performance of auction services based on load testing results
- Scripts for miscellaneous reporting tasks
- Currently focusing on mobile (iOS) development of customer facing apps

#### Operations

- Working with infrastructure hosted on AWS. Utilizing services like RDS, S3, EC2, ECR, VPC, and ElastiCache
- Created initial Kubernetes cluster used to host all environments
- Set up and managed server for SiSense business intelligence tool
- Managed log shipping, storage and search across infrastructure
- Database backups and schema changes
- Created new environment for load testing
- Created load testing scripts (using jmeter) for backend services and infrastructure
- Performed load testing to determine limits of current auction system

- Automated build and deployment process of iOS platform using Travis CI and Fastlane

#### Miscellaneous

- Interviewing new candidates as needed
- Troubleshooting anything from small bugs to service outages
- Watching and adding monitoring where needed
- Providing support to coworkers for the app and internal systems



### Personal Project

[twitter.com/capscop](https://twitter.com/capscop)

Oct 2009 - Jul 2017 (7 years 10 months)

@CapsCop was a satirical Twitter account that replied to tweets in all caps. At its peak, CapsCop had two million tweets and 25,000 followers. This required a significant amount of engineering and refactoring over the years to keep current with Twitter's API spec and policies.

CapsCop's feature set evolved over time. This included a points system that allowed users to "snitch" on other users when they tweet in all caps.

Technologies used: PHP, Twitter Streaming API (gardenhose), MySQL



### Senior Backend Engineer

ClarityAd/Confiant

Aug 2015 - Jul 2016 (1 year)

- Work with infrastructure hosted on AWS. Utilizing services like RDS, S3 and EC2
- Worked on creating new platforms and services as needed
- Maintained backend systems for a large scale ad scanning platform
- Making improvements to existing infrastructure to help with stability and scalability
- Set up puppet for 100+ node proxy network that was previously managed via ssh and bash scripts
- Converted worker queue backend from MySQL to Beanstalkd to improve performance
- Implemented Deploybot to deploy code to servers instead of manual/shell scripted process
- Set up multi-region adserver network on AWS
- Misc ops tasks as needed: disk resizing, package upgrades, migrations, troubleshooting, logging, monitoring, etc

Technologies used in this role: Linux, MySQL, PostgreSQL, MongoDB, Redis, PHP, LUA, beanstalk, puppet



### Senior Solutions Administrator - Email

Synacor

Jul 2014 - Aug 2015 (1 year 2 months)

Helped plan and support the migration of email and other data for new and existing clients. Provided reporting of status to team members, stakeholders and executive management. Involved with technical sales calls as needed.

Technologies used in this role: Linux, MongoDB, Perl, puppet, LDAP, IMAP, imapsync



## Senior Engineer

Synacor

Apr 2012 - Jul 2014 (2 years 4 months)

Worked with internal and client facing APIs, provided reporting, reconciled data, and worked on the backend infrastructure of multiple systems. Most products I have worked on had to perform well with a high load of traffic, be highly available and contain some level of testing.

Technologies used in this role: Linux, MySQL, PHP, PHPUnit, Perl, SOAP



## Senior Programmer

LocalNet

Sep 2005 - Apr 2012 (6 years 8 months)

Software Developer of a small group (2 to 4 person team.) Maintained CRM, customer acquisition, user management, and billing systems. Provided reporting and data as needed. Reconciled data to support upgrades and reduce data inconsistencies.

2005-2009 - Programmer

2009-2012 - Senior Programmer

Technologies used in this role: Linux, MySQL, LDAP, PHP, Perl, CSS, HTML



## Technical Support Representative

LocalNet

May 2002 - Sep 2005 (3 years 5 months)

Provided technical support via phone, email and chat for dialup internet service.



## Technical Support Representative

ClientLogic

Nov 2000 - May 2002 (1 year 7 months)

Provided technical support via phone, email and chat for PCs and consumer electronics.



## Sales Associate

Apple

Sep 2001 - Jan 2002 (5 months)

Helped prepare new retail location. Answered questions, provided great customer service, and helped find the right products to fit customer needs.

## Licenses & Certifications



**Cyber Threat Hunting Training - Active Countermeasures**

## Skills

Team Leadership • Project Planning • Training & Development • Elasticsearch • Ruby • CircleCI • Amazon Elasticsearch Service • SOC 2 • Python (Programming Language) • AWS Lambda