Michael Puskar

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Broad-based technical career spans progression through multiple hands-on leadership roles
History of implementing, administering, and enhancing robust, scalable enterprise infrastructures
Outstanding capacity for procuring and deploying cost-effective, leading-edge solutions

Professional Experience

TWITTER, INC., New York, New York

<u>Senior Site Reliability Engineer - Team Lead</u>, 6/2018 – 11/2022

Responsibilities

- Oversaw SRE team charged with ensuring 24/7 availability of the Twitter Front End, the customer facing reverse proxy handling all client requests for most twitter.com domains, a top 5 website by traffic.
- Delivered a strategy to modernize the deployment of Twitter's global traffic network, reducing the time to provision and install new points of presence. Twitter's POPs handled more than 10TB/s ingress and egress traffic.
- Mentored SREs on and off the team, providing operational training, best practices, and career advice.
- Worked with the SRE team, partner SWE teams, and leadership to unblock execution, deliver accurate quarterly and half-yearly plans, as well as multiple-year strategies.
- Built and formalized team processes, working with team members to improve how the team operated and executed.
- Helped to grow the team from 3 to 13, developing interview processes and interviewing candidates.
- Promoted a strong team culture. Led the team through multiple tumultuous periods with 0 regretted attrition.

Key Projects and Achievements

- Championed the migration from Twitter's home-grown edge server to Envoy to take advantage of newer/maintained software and best practices.
- Lead Twitter's migration to Kubernetes, managing multiple clusters totalling more than 2000 machines and containers.

<u>Senior Site Reliability Engineer</u>, 5/2012 – 6/2018

Responsibilities

- Provided guidance and coaching to cross-disciplinary teams of Network Engineers and Software Engineers.
- Designed, implemented, and managed Twitter POPs in 7 locations worldwide.
- Refreshed these locations when new hardware was required.
- Performed all kernel and JVM tuning and testing of mitigations for performance and time critical issues (e.g. Spectre/Meltdown and CVEs).
- Managed load balancers and relationships with the Network engineers.
- Wrote tooling to manage load balancers, TCP/IP settings, building rpms, deployments, and certificate management.

Key Projects and Achievements

- Moved TFE from a single monolithic application in one datacenter to a high performance tiered architecture in three datacenters and across multiple Twitter POPs around the world
- Migrated from a homegrown connection termination application to an Envoy-based solution with no outages
- Swapped out a custom mTLS authorization for a Twitter-supported solution with no outages
- Architected a new k3s based solution for the connection concentrator
- Designed and implemented the routing configuration deployment system for the reverse proxy
- Spearheaded and Implemented CI/CD for all team services

Core Technologies: HTTP, PKI, SSL, Shell Scripting, Python, Java, Ruby, C++, Linux, Mesos/Aurora, Puppet, Ansible, Envoy, Zipkin, Grafana, git, svn

New York University, New York, New York

IT Manager, 5/2004 – 10/2011

Responsibilities

- Managed Shared Services team charged with ensuring 24/7 availability of Web applications, messaging services and data repositories for 100,000 national and international users.
- Delivered adept guidance and coaching to a cross-disciplinary team of five direct reports.
- Responsible for employee performance monitoring, reviews, and career coaching.
- Regularly relied on by senior leadership to provide technical advice in formulating key business strategies, and to lead special projects.
- Maintained IT inventory and negotiated cost-efficient equipment and services purchases with vendors. Facilitated training sessions on newly implemented IT solutions.
- Worked daily with internal and external users to assess needs, provide system updates and gather requirements for solutions development.

Key Projects and Achievements:

- Championed the migration of 170,000 email users and 5,000 calendar users to Google Apps on time and under budget.
- Promoted several reports including early and mid career IT professionals.
- Hand-picked for high-level, intensive IT leadership program due to consistent performance.
- Selected, negotiated contract with, and implemented a new SSL provider, saving $100K while enabling greater administrative flexibility.
- Steered design and deployment of NYU's first real-time collaborative chat platform.
- Orchestrated launch of enterprise-wide SMTP Authentication protocol.
- Spurred planning, testing and delivery of several enterprise solutions including mail server for 100,000 users and mail gateway architecture for 1,000,000+ messages daily.

Core Technologies: Apache Tomcat, LDAP, MS Office, GlassFish, SAML, PKI, SSL, Sendmail, SMTP, Oracle, MySQL, JVMs, Nagios, Confluence, Jira, Lyris, Xythos, Sun Java Messaging Server, Perl, Shell Scripting, C, HTML, Linux, Mac OS, Solaris

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Technical and Management Strengths:

- Vision-Driven Leadership
- Incident Management
- Disaster Recovery
- Distributed Systems
- Enterprise IT Solutions
- Vendor & Contract Negotiations
- Cost Reduction & Avoidance
- Quality Assurance & Testing
- User / Team Training

Respected guide, trainer, and coach of top-notch, multidisciplinary teams. Engaging and articulate in liaising with clients to gather requirements and in conveying complex technical concepts to non-technical audiences. Highly

adept at planning and coordinating the full life cycle of large-scale projects. Excels at communicating with high-level management to assess business needs and formulate strategies for procuring cost-effective, leading-edge technologies. Skilled at rapidly isolating and resolving escalated enterprise-level technical issues.