Daniel Gutierrez

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I have 40 years of experience supporting Unix/Linux operating systems and their associated enterprise applications in both physical and virtual infrastructures, including data center, VMware, Openstack, AWS, GCP.

Advanced experience in configuring and diagnosing complicated setups while specializing in Automation, Configuration Management, Disaster Recovery and High Availability systems.

For the last 4.8 years I have been a Senior Site Reliability Engineer for Apples Retail division.

Below is a comprehensive description of the various roles I have performed during my career.

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Apple Inc. 2019 - Present

Senior Site Reliability Engineer

Worked in Apples Retail Infrastructure Team managing the development, deployment, and support for all of Apples retail stores and supporting engineering divisions. Directly responsible for supporting all infrastructure for all retail application stacks. Utilized my extensive automation experience to build and deploy new process automation tools and procedures to create automation which could easily manage the entire infrastructure and perform fleet wide processes such as OS updates, configuration management, system query, inventory, reporting and remediation. Participated in on-call support duties.

Introduced, deployed and managed Pagerduty Rundeck Enterprise Automation product. Worked on a daily basis with

* GIT
* VMWare
* Sensu
* Chef
* Rundeck
* Netapp
* Telegraph
* Influxdb
* Graphana
* More…

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Anaplan 2017 - 2019

Senior Site Reliability Engineer

Anaplan provides a SAS platform for advanced data modeling for companies large and small and includes many fortune 50 customers in their customer base. The SAS platform is hosted in several data centers in both US and Europe. As Senior Site Reliability Engineer I was responsible for:

\* Deploying replica environments for complete SAS stack

\* Deploying software updates to Production environments

\* On-call duties in rotation to ensure maximum system uptime

\* Created automation to build disaster recovery platforms using Terraform/AWS.

\* Create automation to perform various job functions such as system orchestration, data backups, etc.

\* Create Configuration Management objects like Chef cookbooks, Terraform plans, etc.

\* Create AWS based infrastructure for DEV, TST, QA, DR, etc.

\* Create monitoring dashboards in SignalFx and deploy monitoring clients to Kubernetes pods

\* Train junior engineers on all of the above.

Technologies used daily:

\* Chef

\* Terraform

\* Kubernetes

\* Helm

* SignalFx
* GIT

\* Linux

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Walmart eCommerce 2013 – 2017

Senior Developer, Automation

Enterprise Support:

\* Administer the automation hardware and software infrastructure providing enterprise wide automation and configuration management for

Walmarts eCommerce operation numbering thousands of servers across many geographically separated data centers.

\* Create scripts/code to facilitate system and workflow automation. Developed Chef cookbooks and Puppet modules for configuration

management of general and PCI compliant infrastructure.

\* Deployed Puppet Enterprise to facilitate PCI File Integrity Monitoring for our frontend payment/fraud processing systems.

\* Developed a custom portal for managing requests, configuration, approvals, deployments, and reporting of all NoSQL clusters,

including baremetal and Docker in CI/CD fashion.

\* Created dashboards to monitor all critical applications, including network appliances.

\* Administer Github Enterprise appliance

Technologies used daily:

Workflow Automation Infrastructure:

\* Rundeck, Bladelogic.

Configuration Management Automation:

\* Chef, Puppet, Ansible.

CI/CD and SCM:

\* Jenkins, GIT, SVN, CVS, Nexus.

Monitoring:

\*Sensu, Graphite, Grafana, Nagios, Collectd.

Database:

\* Oracle, MySQL, Postgresql, OrientDB.

HA/DR:

\* DRBD, Heartbeatd, custom NFS based data centralization

Project/program management:

\* Conducted outreach programs to all internal teams to determine/satisfy automation and monitoring requirements.

Created cookbook management standards for infrastructure.

\* Managed off-shore team to keep programs moving 24x7.

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University of California at Santa Cruz, 2007 - 2013

Programmer/Analyst III – Release Manager

Enterprise Support:

\* Administer PeopleSoft applications including: Campus Solutions, Enterprise Portal, and HRMS. Responsible for all application

design, deployment, maintenance, support, and upgrades.

\* Maintained all application instances including DMO, DEV, TST, QA, and Production.

\* Planned and performed all Peoplesoft software upgrades.

Monitoring:

\* NAGIOS and Shinken monitoring was used on all Windows, Linux, and Solaris systems.

Build and Code Management:

\* Maintain and execute make files for compilation of programs. Administered the CVS/SVN/GIT source code repositories for all

applications.

Test:

\* Perform system test and QA after application upgrades.

\* Perform annual load tests on complete application stack.

\* Built a large custom test harness to perform all system testing.

\* Developed functional and load tests using Jmeter.

\* Developed SQL specific tests in Jmeter to test database performance.

\* Developed functional application tests using Peopletools Test Framework.

Enterprise Architecture:

\* Designed NAS based infrastructure centralizing all application and configuration management code and reference files utilizing NFS.

Eliminated code duplication across our multiple servers. Streamlined configuration management work and dramatically reduced backup

costs.

\* Supported secondary applications including process automation, test software, JDK, Weblogic servers, Tuxedo, and Windows

Client/Server software.

\* Developed several script based solutions for build and release procedures and performing regular process monitoring and application

replication and reconfiguration.

Hardware and Operating Systems:

\* Application Server platforms included both Solaris SPARC/64 and NetApp NAS storage and Red Hat Linux on virtual X86 platforms.

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The SCO Group, Inc., 1989 – 2006

The SCO Group is a firm selling UNIX and LINUX operating systems and application software.

Support Product Manager:

\* Responsible for writing support agreements between SCO UNIX and 3rd party partners. Maintain support relationships and coordinate

training of engineers in partner products. Work with engineering and physical production teams to plan and implement finished products

for market. Create technical documentation to accompany media kits. Develop Product Support Plans for every product detailing all

aspects of the ongoing support and release of new product versions. Evaluate 3rd party products for applicability and quality to fit

our overall product strategy.

Major Accounts Support Engineer:

\* Assigned several of the SCO Groups largest UNIX customers and provided them with the highest level of service under contract

including 24/7 support.

Professional Services Engineer:

\* Designed JAVA mobile business application user interfaces based on customer requirements. Developed applications using MIDP

libraries in Eclipse IDE. Presented prototype application to customers for approval.

Escalations Manager:

\* Managed the flow of high priority problems to Engineering. Provided customers with regular updates on problem resolution status.

Packaged resulting fixes into installable operating system packages.

Curriculum Developer:

\* Maintain SCO Unix and Unixware official curriculum and certification examinations utilizing the services of Prometric, including:

\* SCO UnixWare System Administration I, II, Network Administration.

\* SCO OpenServer System Administration I, II, Network Administration.

\* SCOOffice Mail Server 4 Administration

Support Team Manager:

\* Manage a team of 8 Support Engineers varying from Level I thru III.

\* Create management reports showing call trends and problem types to feed into development.

\* Create cross training programs across all Engineer Levels.

\* Interface between Customer Service and Senior management to define call flow and service policies.

Support Engineer IV:

\* Mentor and train junior engineers on SCOs wide range of UNIX products.

\* Develop and maintain materials used in training support engineers.

\* Support high availability systems and disaster recovery products including Compaq NSC and Reliant HA.

Support Engineer III:

\* Specialized on IBM hardware relationship management with IBM hardware representative.

Support Engineer II:

Support Engineer I:

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Selective Software, 1986 – 1989

Selective Software was a direct marketing firm selling DOS/Windows based applications.

Technical Support Manager

\* Supervise a staff of 3 support engineers.

\* Provide IT support for internal Novell network and order processing system.

\* Maintained email, database, and backup and recovery systems.

Technology skills (not a full list):

Operating systems:

\* Unix: Openserver, UnixWare, BSD, AIX, HP-UX, MAC OSX.

\* Linux: Red Hat, Centos, Oracle Linux, Ubuntu, SuSe.

\* Windows: Server 2008 and earlier.

Misc tools:

\* LDAP, Active Directory, DHCP, DNS, Postfix, Sendmail, Confluence, Jira, Sakai, LMS, NFS, SAN/NAS, Veritas Volume Manager,

ARCServe backup, Weblogic, Apache, Nginx, SOA, XML, HTML, CSS, JAVA, Tomcat, Tuxedo.

Automation tools:

\* Bladelogic, Rundeck.

Database tools:

\* MySQL, Oracle DB, OrientDB, Postgresql, SQL, SQR.

Monitoring tools:

\* Nagios, Sensu, SignalFx, Graphite, Grafana, ELK.

Configuration Management:

\* Chef, Puppet, Ansible, Jenkins, Kubernetes.

Source Control:

\* CVS, SVN, GIT, GNUmake, Bugzilla.

Scripting and development:

\* Perl, PHP, BASH, sed, awk, C, MIDP, Ruby.

Enterprise applications:

\* PeopleSoft Campus Solutions, HRMS, Enterprise Portal, PeopleTools

\* Cognos, Autosys, Arcserve backup, Non-Stop Clusters, Reliant-HA.

Testing applications:

Jmeter, Peoplesoft Test Framework, Selenium.

Publishing Applications:

\* Framemaker, Xmetal, Visio, Powerpoint, Hannon Hill Cascade Server.