

Ryan Bak

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Technical Skills:

- Python, Java, Go
- HTML, CSS, Javascript
- Puppet, Ansible
- Linux
- OpenStack, AWS
- MongoDB, InfluxDB, Vertica
- Git, Gerrit, and Jenkins
- Docker

Work Experience:

Senior Engineer, OpenStack DevOps – Charter Communications, Broomfield CO *May 2014 – Present*

- Developed monitoring and recovery tools for a production scale cloud.
 - Developed and deployed Monasca, the OpenStack monitoring solution, for use as an internal monitoring tool, as well as provided monitoring as a service to customers.
 - Deployed and tested Monasca with multiple backend databases.
 - Improved Monasca plugin for Horizon, the OpenStack UI, as well as Grafana integration with Monasca.
 - Wrote custom monitoring for the Charter cloud.
 - Developed automated recovery tools to assist in incident response.
 - Presented session on Cloud Monitoring at the 2016 OpenStack Summit in Austin.
- Automated deployment of cloud infrastructure.
 - Developed a Puppet module to automate deployment of Monasca and contributed it upstream.
 - Automated the deployment of A10 load balancer configurations using Ansible and Jenkins.
- Provided support and troubleshooting for a private cloud.
 - Provided 24-hour on-call engineering support for customers throughout Charter.
 - Responded to incidents and answered customer support tickets.
- Contributed to open source projects including OpenStack and Grafana.
 - Contributed both bug fixes and new features upstream.
 - Participated in weekly meetings with upstream contributors.
 - Attended OpenStack conferences and operations mid-cycle conferences.

Software Developer – United States Department of Agriculture, Fort Collins CO *October 2012 – April 2014*

- Developed and debugged Root Zone, a research-level crop modeling application.
- Integrated PEST, a model-independent parameter estimation software, with Root Zone.
- Developed graphical user interfaces in C++ with Windows Visual Studio 2010.

Web Developer – Center for Integrative Studies, St. Olaf College, Northfield MN *September 2010 – May 2012*

- Maintained CIS and Center for Undergraduate Research and Inquiry websites.
- Assisted CIS majors building web portfolios.

Certifications:

Certified Openstack Administrator

AWS Certified Solutions Architect – Associate

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Education:

Colorado State University, Fort Collins, CO - **Masters of Computer Science**, May 2014

St. Olaf College, Northfield, MN - **Bachelor of Arts in Physics**, May 2012