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Idealist seeks real-world experiences by which to claw ever closer to a world in which humans collaboratively refine rather than re-invent wheels, to the benefit of all.

A Few Of My Favorite ...				
Modes	Languages	Technologies	Roles	
Communicative	CoffeeScript	GNU/Linux	SysOps	
Collaborative	JavaScript	NodeJS	SysEng	
Cooperative	Bash	TCP/IP	DevOps	
Curious	C	AWS		

present **VCA Animal Hospitals**

- Solutions Engineering
- 2025 *Product Manager, QA Lead, System Architect, Engineering Lead*

I am part of a skunkworks project to improve VCA employee satisfaction with AI. Our current mandate is to learn everything about AI tech and how to integrate it with existing systems. I represent the customers (our employees) and provide guidance to the engineers based on my decades of experience. I'm also doing my own research into LLMs specifically and how to use them safely.

- Will deliver in Q1 2026: An LLM-based text interface in front of ServiceNow to increase employee satisfaction.

2025 **Self**

- Sebatical

2018 I had a family loss in 2018 and took some time to focus on my health and reset. In 2025 I rejoined the workforce. My personal growth during my time off has already payed dividends in my new job.

- Health improvements
- Improved habits, personal and interpersonal skills

2018 **Amazon.com**

- AWS Perimeter Protection

2015 *System Engineer II*

- Co-founded the DDoS Response Team
- Built DDoS detection stack in four regions
- Partially automated builds, reducing effort by factor of three
- Covered daytime on call to guarantee timely delivery of a new product

2015 **Amazon.com**

- Payments System Operations

2012 *System Engineer II*

- Supported Mobile Payments project
- Bake-off and recommendation for DUKPT Hardware Security Modules
- Provided operations support and consultation to development teams
- Worked with third-party developer to deploy their product on AWS
- Supported AS2 payment processor partner communication system
- Trained teammates on how the system works
- Obtained and renewed platform security certification
- Regular on-call duties of Payments SysOps
- Troubleshoot payment processor communication problems
- Support and advise internal development teams
- Co-authored six-pager for moving Payments into AWS

2012 **Fred Hutch Cancer Research Center**

- SCHARP.org

2010 *DataFax Administrator*

- Performed a major software upgrade
- Refactored code defining clinical trial forms
- Adapted form code to take new security model into account
- Corrected and back-filled data reporting automation
- Supported in-house developers of systems extending DataFax
- Recovered from infrastructure issue which caused data corruption

May 2010 **The Walt Disney Internet Group**

- Three different teams

May 2002 *SysOps Specialist III*

- Supported engineers and content producers of Disney's web properties
- Assisted in migration from internal Java servlet engines to Tomcat
- Assisted in launches of the Pirates of the Caribbean online game
- Wrote 'How To Be Perfect' document about data center change control
- Installed cabling and servers in newly expanded data center
- Supported internally developed email marketing system
- Re-architected system to reduce cost and increase availability

2002 **Three small companies**

- Santa Cruz, CA

1996 *Tech lead, sysadmin, etc.*

- Desktop/server/network/hardware operations for
- Got.net, an ISP with 2500 dial-up and web hosting customers
- Coast Commercial Bank with six branches
- Tapestry.net, a dot-com startup with 60 employees