

Robert de Forest

robert@defore.st
[+1 206 909 5590](tel:+12069095590)

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*

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

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.

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 paid 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
- Performed a major software upgrade
 - Refactored code defining clinical trial forms
 - Adapted form code to take new security

2012 **Fred Hutch Cancer Research Center**

- SCHARP.org
2010 *DataFax Administrator*

		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	- Supported engineers and content producers of Disney's web properties
-	Three different teams	- Assisted in migration from internal Java servlet engines to Tomcat
May 2002	<i>SysOps Specialist III</i>	- 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	- Desktop/server/network/hardware operations for
-	Santa Cruz, CA	- Got.net, an ISP with 2500 dial-up and web hosting customers
1996	<i>Tech lead, sysadmin, etc.</i>	- Coast Commercial Bank with six branches
		- Tapestry.net, a dot-com startup with 60 employees