

Rick Fletcher

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Experienced technologist with a current focus on secure, highly-available, scalable infrastructure, and strong interests in automation, developer experience, and privacy.

Guiding Principles

Some personal beliefs about working together and building technology:

- Culture matters. I'm passionate about helping to build strong, supportive, productive teams.
- Simplicity and incremental improvements are best.
- Security can be user-friendly. Strive to make the secure path the easy path.
- Groundbreaking technology is rare. Understand why a trend is interesting, but favor proven, "boring" solutions.
- Remember the vulnerable. Include accessibility, and mitigate misuse by abusers.
- Clarity of communication and the ability to learn are everything. Strengthen those muscles whenever possible.

Recent Experience

Duo Security + Cisco Systems

2021–present

Strong, easy to use multi-factor authentication

• Technical Lead, SRE Infrastructure

Remote; 2021–present

- Ownership and operation of Duo's multi-tenant Kubernetes platform, with my team.
Personal contributions include:
 - Introduction of applied policy: Configuration is checked during continuous integration, with Conftest, and in-cluster, with a custom admission controller, enforcing best practices and improving security posture.
 - Design and delivery of a live, FedRAMP-compliant image inventory system.
 - Consolidation of tests under Kubernetes-native orchestration, providing a standard interface for defining all types of tests, and recording results.
 - Migration of existing applications and services into Kubernetes, working along side the responsible engineering teams.
 - Maintenance: Platform simplification and modernization; Expansion to new regions; Cluster version upgrades (including migration to alternative technologies as features are deprecated or removed by the Kubernetes project), etc.
- Application of GitOps and configuration-as-code principles throughout, including thorough validation in CI, and delivery with tools like ArgoCD and Terraform.
- Streamlined developer experience, providing tools and services to reduce toil and improve development security and efficiency.
- Quickly diagnosed and resolved production incidents as a member of the on-call rotation; held post-mortem discussions; prioritized resulting improvements to products and monitoring/alerting.
- Performed operational readiness reviews of pre-release Duo products and features, identifying any gaps in security, scalability, monitoring/alerting, documentation, etc.
- Wrote custom software, primarily in Python, to automate critical operational needs.
- Participated in short and long term planning with other leads, architects, and management, to plan outcomes in support of the broader business.

Key Tools & Tech

- + AWS
- Ansible
- Datadog
- Grafana
- + Kubernetes
- OPA/Rego
- Python
- + Terraform

Summary of Past Experience

VigLink + Sovrn

2009–2021

Services for digital publishers; acquired by Sovrn in 2019

• Staff Site Reliability Engineer

Remote; 2012–2021

- Formalized infrastructure management using Terraform and Puppet.
- Designed systems to allow incremental change during architectural transitions.
- Analyzed and reduced AWS spending by 30%, even as demand doubled.
- Partnered with engineering teams to instill best practices, deliver new services, and establish/support their participation in the on-call rotation.

Key Tools & Tech

- + AWS
- Docker
- Kubernetes
- + Puppet
- + Terraform
- + Ubuntu

• Front-End Lead

San Francisco, CA & Remote; 2009–2012

- Sole developer of the VigLink Javascript library, installed on 300k customer web sites, totaling well over 1 billion daily views.
- Built a system for continuously validating a large javascript test suite across multiple browsers.
- Designed, developed, and maintained all internal and external web applications, and various forum/blog plug-ins.

Key Tools & Tech

- + AWS
- + Apache
- + Javascript
- MySQL
- + Ruby/Rails

Rupture + Electronic Arts

2007–2009

A social network for gamers; acquired by Electronic Arts in 2008

• Sr. Web Applications Engineer

San Francisco, CA; 2007–2009

- Worked with product managers to plan and develop a social network tailored to video gaming.
- Carried out a brand redesign, in collaboration with in-house and external design teams.
- Contributed to a Rupture desktop application for Electronic Arts.

Key Tools & Tech

- + AWS
- + Apache
- MySQL
- + Ruby/Rails
- + Ubuntu

SNOCAP

2003–2007

A music registry and digital rights clearinghouse

• Manager, Web Applications Engineering

San Francisco, CA; 2005–2007

• Web Applications Engineer

San Francisco, CA; 2003–2005

- Built and maintained multiple specialized versions of a digital music management application.
- Worked across internal teams and external partners to build an embedded music store.
- Provided support to customers integrating SNOCAP music stores into their web sites.

Key Tools & Tech

- + Apache
- Fedora
- Nagios
- Oracle
- + PHP

Napster

1999–2002

A community of music fans

• Webmaster / Web Developer

Redwood City, CA; 1999–2002

- Designed, developed, and maintained all internal and external web applications.
- Developed web deployment processes and tools.
- Managed a cluster of web servers (configured software, applied security patches, etc.).

Key Tools & Tech

- + Apache
- MySQL
- + PHP
- Perl
- RedHat