Robert Ely

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Senior Operations Engineer with more than 10 years of experience in DevOps environments—specializing in observability, Kubernetes, large scale time series databases, and physical infrastructures.

In my career I've focused on building with quality. The systems I build are reliable, are maintainable, and have an emphasis on user experience. I want to continue focusing on deep technical work, but I won't shy away from leadership and architecture responsibilities. I'm seeking a mid-size company running Kubernetes and next generation monitoring tools at scale.

Twilio/SendGrid

Staff Observability Engineer

Jul 2016 — Current

On the Observability team, I've driven initiatives to increase the reliability and performance of our monitoring systems. I've planned and deployed a complete refactor of our VM monitoring stack. I designed and implemented our Kubernetes monitoring stack from scratch while dramatically lowering our operational toil through well-tested automation. Before moving to the Observability team, I worked on the Developer Tools team working to improve Jenkins, CI/CD pipelines, and core system Chef cookbooks.

Areas of focus:

- Maintained Graphite, Prometheus, Sensu, and Grafana at Scale
- Designed and implemented the Kubernetes monitoring strategy used across Sendgrid
- Experienced with Kubernetes, Helm, and ArgoCD
- Developed Kubernetes controllers in Go
- Built and maintained multiple core Chef cookbooks
- Rebuilt VM monitoring infrastructure in situ using Chef
- Rebuilt and maintained Jenkins clusters and Chef CI/CD pipelines

Shutterstock

Infrastructure Engineer

Nov 2013 - May 2016 (2 years, 7 months)

At Shutterstock, my responsibilities included a fairly wide range of topics from developer tools and deployment technologies to monitoring, configuration management, and distributed systems. Alongside my technical roles, I also participated in an on-call shift as well as an internal developer help desk and participated in planning meetings under an Agile workflow.

Areas of focus:

- Built large queuing systems, specifically RabbitMQ
- Used orchestration tools like Chef, Ansible, and Mcollective
- Worked extensively in configuration management, including Chef and Ansible
- Designed and built a large scale monitoring infrastructure with Sensu
- Developed several complex internal tools using Python, Go, and Bash
- Developed training curriculum for Chef and led classroom-style training sessions

Outbrain

Operations Engineer

May 2012 — Nov 2013 (1 year, 7 months)

As a Web Operations Engineer at Outbrain, my time was split between datacenter operations and building and maintaining monitoring and telemetry collection systems.

Areas of focus:

- Managed vendor relationships and datacenter build-outs of thousands of nodes across the country
- Designed and implemented configuration management development methodologies using Chef and Vagrant
- Built and maintained large-scale telemetry collection systems using tools like CollectD, Graphite, Logstash, RabbitMQ, and Nagios
- Managed a first time rollout of configuration management at an acquired company
- Participated in a global on-call shift

Macmillan Higher Education

Lead Web Operations Engineer

May 2011 — May 2012 (1 year, 1 month)

At Macmillan, my responsibilities mainly included triage and support of a legacy ASP code base as well as general system administration and ticketing system management.

Areas of focus:

- Administered systems in a mixed environment of RHEL and Server 03
- Conducted light database administration duties in SQL Server 05/08
- Redesigned Jira workflows and increased ticket response time as well as time to resolution
- Developed extensive documentation and runbooks for common issues
- Managed code deployments using Subversion
- Developed internal account management tools in PHP
- Participated in a 24x7 on-call shift, ensuring site reliability