Robert W. Ely

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Summary

As an engineer with experience in the DevOps roles, I'm passionate about automation using tools like Chef for configuration management, and I have developed custom tools to aid in development workflows. I specialize in developing for and working in complex environments where details and managing scope are important.

Shutterstock

Infrastructure Engineer

Nov 2013 — present

At Shutterstock my responsibilities include 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 participate in an on-call shift as well as an internal developer help desk and participate in planning meetings under an agile workflow.

Areas of focus include:

- Large queuing systems, specifically RabbitMQ
- Orchestration tools like Ansible and Mcollective
- Extensive work in configuration management, including Chef and Ansible
- Designed and built a large scale monitoring infrastructure with Sensu
- Development of several complex internal tools using Python, Go, and Bash

Outbrain

Operations Engineer

May 2012 — Nov 2013

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 included:

- 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

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- Built and maintained large scale telemetry collection systems using tools like CollectD, Graphite, Logstash, RabbitMQ, and Nagios
- Managed a first time roll out 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

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.

Accomplishments included:

- 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

Stylesight

Technical Support / Systems Engineer

Feb 2010 — Aug 2010

In my role at Stylesight I balanced my time between IT support, client support, and system administration. I also spent significant time improving customer facing documentation and developing help desk workflows.

Accomplishments included:

- Fulfilled IT needs of more than a hundred employees, in several offices
- Supported remote clients both domestically and abroad
- Monitored and configured Cisco Pix and ASA firewalls
- Built and managed file servers and backup strategies
- Managed customer support request pipeline and maintained fast response times

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- Updated and developed end user documentation

Liberty Science Center

Desktop Technician / Exhibit Operations Technician

Oct 2007 — Jan 2009

My role at Liberty Science Center included the installation and maintenance of desktops, exhibits, and server hardware for the mid-sized non-profit metropolitan area museum.

Accomplishments included:

- Used Microsoft Sysprep and Windows PE to push custom images to hundreds of nodes
- Managed automated deployment of office software, including Adobe Creative Suite, Microsoft Office for OSX, Entourage, and Google SketchUp.
- Redesigned and improved existing exhibits using programmable logic controllers, complex Crestron systems, and DMX lighting control systems.
- Rebuilt custom electronics to make exhibits more reliable
- Managed vendor relationships for IT, as well as the exhibit fabrication department