

Rory Mitchell

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Summary

Creative and self-motivated technology professional with over ten years of experience building scalable, resilient, cost-effective platforms and services, plus a strong background leading teams and technical initiatives that span engineering groups.

Employment History

Tibco/Mashery, inc. | Cloud Operations Manager | San Francisco, CA

October, 2013 – January, 2017

- Built up and managed an international team of engineers running a high-throughput, low latency API management platform hosted in AWS
- Led a high visibility project to migrate the Mashery platform into VPC from EC2 classic
- Implemented metrics and custom dashboards to analyze traffic patterns, growth rates, and stability to keep the platform running at the most efficient size and cost
- Led development of numerous internal tools to increase productivity
- Worked with performance and architecture teams to benchmark applications and AWS services to more efficiently scale our platform
- Worked with engineering and QA teams to build rapidly deployable testing and simulation environments to improve the release and testing process
- Worked closely with senior technical support staff and engineering teams to triage significant platform issues

Kontagent, inc. (now Upsight) | Sr. DevOps Engineer | San Francisco, CA

November, 2012 – October 2013

- Worked with data processing, storage, and front end teams to improve services, streamline deployments, and lead new implementations
- Contributed to greatly improving the automation of services using Salt and custom Python tools
- Developed and implemented a RESTful custom inventory system using Django, tastypie, and Salt
- Led the implementation of OpenTSDB for high resolution metrics analysis, and tools such as New Relic, Boundary, and Sentry to advance monitoring.
- Mentored interns and junior engineers on technologies in use at Kontagent

Ask.com | Sr. Site Infrastructure Engineer | Oakland, CA

August, 2010 – November, 2012

- Helped to spearhead the infrastructure team's Chef implementation, greatly improving the consistency of the Ask.com environment
- Built tools in various languages to manage deployment and configuration of systems
- Developed and maintained virtual systems using VMware and Xen, and built custom AMIs deployed in EC2.

Blackbaud, inc. | Network/Systems Engineer | Cambridge, MA

February 2008 – July, 2010

- Engineered server, storage, and network solutions to improve automation and monitoring
- Led the migration of many servers to a virtual infrastructure, and worked to update the network infrastructure and security systems to modern technologies
- Consulted with clients and account managers to implement and improve our CRM SaaS products

Ask.com | Systems Administrator, Search Operations | Bedford, MA

May 2005 – January 2008

- Configured servers and software for development, QA and infrastructure teams in a distributed, high-availability environment
- Supported several datacenters, and assisted in building out thousands of servers
- Troubleshoot software, hardware, and network issues on a wide variety of platforms

Education

University of Vermont | 2001 - 2005 | Burlington, VT

B.S., Electrical Engineering

Minor, Mathematics

References

References are available upon request