

Mike Robinson

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Profile

As a veteran of IT & Operations, I've seen a little bit of everything. I try to maintain a broad skill set, with deeper mastery of some. However, clear thinking and adaptability have seen me through changing technologies and high pressure situations more than any specific technical skill.

Experience

Site Reliability Engineer, Lytmus, San Francisco, CA 2015 - present

While on paper my job is operational, much of my time is coaching a generally young engineering group on devops principals, avoiding distributed computing fallacies, and developing a set of Lytmus best practices.
AWS based infrastructure.

Major Projects:

- Reduced time and fragility of deployment processes
- Automated testing, build and release pipeline using Jenkins
- Migration of dev environment from mix of local system and vagrant to docker
- build out monitoring, logging, and metrics gathering

Sr Operations Engineer, PIX System, San Francisco, CA - 2009 - 2015

Came in to a highly silo'd engineering organization and began discussing devops and continuous deployment and nudging the organization towards more integrated and effective cross functional teams. At the same time began dealing with severe scaling issues as the PIX service was outgrowing it's existing infrastructure.
All physical infrastructure, with an AWS migration underway as I left

Major Projects:

- Moved existing systems deployment from undocumented bash scripts to Puppet, and then to Chef.
- Moved from expensive single source hardware vendor to commodity hardware for a reduction in per server cost, faster order turnaround, and stopping vendor lock in
- Deployed new/expanded monitoring infrastructure using graphite, statsd, collectd, and nagios
- Worked to expand continuous integration systems (bamboo) and moved toward continuous deployment.

Sr Network Administrator, i365 (was Evault), Emeryville CA — 2006 - 2009

Initially a Sr Linux Admin, I took over network operations from the departing NetOps team. Jumped into the deep end of Network Operations with only light background network experience. Learning on the job was very much the theme here. Often under tight deadlines.
All physical infrastructure with international presence.

Major Projects:

- Assisted customer support teams in troubleshooting issues, both within our networks as well as the customer's. (NetOps became the place where all unsolvable problems came to be resolved)
- Maintained, updated, and integrated existing monitoring systems (nagios and mrtg).
- Standardized data center network deployments, bringing existing sites into compliance.
- Developed and deployed grid storage network architecture
- Integrated production and corporate network environments of 3 merged companies
- Developed and deployed new office network infrastructure
- Designed and deployed network and systems infrastructure for next generation SaaS Archiving product (debian based).

IT Tech, Menlo Park City School District, Menlo Park, CA — 2001 - 2006

A mix of desktop support, server, and network administration. This job required wearing a mix of hats and interacting with all levels of the school system (a day might involve teaching powerpoint, testing hands off upgrades of mixed Mac deployments, research and advising on budgets)
Physical Infrastructure (high end Cisco due to location and internet access initiatives)

Major Projects:

- Replaced aging & previously unmaintained Solaris web/mail server with Linux system (2001),
- Researched and deployed webmail system
- Integrated OSX servers with AD for universal authentication across platforms and centralized management of OSX desktops
- Migrated web/mail server to Xserve for better operation by Mac savvy IT team as last task before leaving.

MIS Manager, Zengine Inc, Fremont, CA — 1999 - 2000

Production systems administration and support to allow engineering to focus on application development. As well as general IT: supported software/hardware needs for windows, solaris, linux and OS 9.

Major Projects:

- Monitoring of production systems (custom coded in perl, plus NetSaint (now Nagios))
- Design and installation of office network to support growth (>30 users over 6 months)
- Evangelized and then migrated from SolarisX86 to Linux in production to reduce cost and widen hardware options.

Internal Support, Wilson, Sonsini, Goodrich, and Rossati, Palo Alto, CA — 1998 - 1999

Phone support for both local and remote users. Software support, basic network troubleshooting, remote access support. Rotated backup tapes. Maintained high level of user satisfaction and call volume. Learned perl during downtime.

MIS Assistant, TCI/BR, Sunnyvale, CA — 1996 - 1998

Began as software QA, quickly moved on to general IT support duties. Software and hardware support for approximately 200 users, monitored and maintained disparate tape backup systems (NT, Solaris, Netware), web site maintenance, developed upgrade plans for existing services.

Major Projects:

- Integrated existing Mac Quickmail system with Netscape Messaging Server
- Set up Internet access for main office
- Designed and assisted in implementing a country wide NT3.51/4.0 WAN for the Ministerio de Comunicaciones de Colombia.

Contract Work

CMS Products, Costa Mesa, CA — 2000 - 2005

Developed Linux based rescue floppy for bare metal restore, based on CMS' pcmcia hardware offering. Upgraded to cd based rescue environment supporting pcmcia, usb and firewire offerings. Assisted with updates and an internal build environment as well as general Linux and open source licensing advise.

C & J Graphix, Long Beach, CA — 2001 - 2007

Designed and developed backend database schema and example php frontend for online dating service. Trained C & J employees on php coding and extending base service offering. Continued advisory roll on coding and web standards.

Skills

- AWS: EC2, VPC, S3, RDS, Route53, ElastiCache, etc
- System/Network Monitoring: Graphite, Cacti, Nagios, MRTG
- Programming: bash/shell scripting, some python, some groovy (Jenkinsfile related), I once wrote a blog engine in perl. I haven't met a language I couldn't learn enough of to make changes to existing code as needed, but can't claim mastery (or even competency) in them.
- Operating Systems: Linux, Cisco IOS, Cisco PIX / ASA, Some Juniper ScreenOS and JunOS, OS X, very stale Windows
- Network Services: HTTP/HTTPS, DNS, SMTP, POP3, IMAP, PXE (Netboot)

Education

DeAnza College, Cupertino, CA — Liberal Arts AA, 2001