

Ed Harrison

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Apple, Inc. — Cupertino, CA — September 2022 to March 2023

eDiscovery Technical Services/Software Analyst

- Applied my technical expertise to a new (for me) business domain—electronic discovery for litigation—by implementing, supporting, improving, and analyzing software and technical processes used by internal teams
- Developed and drove adoption of internal eDiscovery software and tools
- Developed, implemented, and maintained standard operating procedures for eDiscovery and data collection processes
- Built automation that enabled a dramatic reduction in request turnaround time: from 6 weeks to down to 2 weeks
- Coordinated with Apple legal, litigation specialists, internal development teams, and other stakeholders on a day-to-day basis, providing technical guidance and collecting technical requirements
- Performed forensic data collection and eDiscovery processing services
- Maintained case and data archive inventories and retention programs

MuleSoft: a Salesforce company — San Francisco, CA — April 2019 to February 2021

Senior Platform Engineer, Core Platform-as-a-Service

- Stack/buzzwords: Kubernetes, Terraform, Go, Python, Jenkins, AWS, CI/CD, GitOps, PaaS, infrastructure as code, microservices, agile, devops, FedRAMP, yaml
- Built out new "Core Platform as a Service" (Core PaaS) which enabled rapid continuous deployments of internal services across regions
- Implemented a FedRAMP-authorized deployment of our platform
- Collaborated with development teams to onboard legacy service onto the new platform
- Adoption from teams with legacy services went from 25% to 80%, much of it driven by the improvements in testing /deployment turnaround time.
- Proposed and launched an internal newsletter for my team
- Soon after joining, I had noticed that we (the platform team) didn't have a clear communication channel to the other service teams. Confusion and miscommunication, yada yada yada... But within a year, service teams had come to take our monthly newsletter for granted, which was the goal.

EvengX (née TrustPipe, LLC) — San Francisco, CA and remote — October 2015 to September 2018

Software Engineer, Product and Foundation

- Stack/buzzwords: Go, Buildbot, Python, AWS, infosec, CI/CD
- Next generation cybersecurity startup focused on detecting and blocking malicious network activity at the endpoint
- Product engineer for our Windows endpoint agent, written in Go, developed features in close consultation with the business team to meet customer needs
- Designed our endpoint licensing API and implemented it on the backend in Go
- Designed and implemented a continuous delivery platform that got out of our developers way

- Built systems and tools that make the right thing to do the easiest thing to do

Acer Cloud Technology, Inc. — Mountain View, CA — February 2013 to October 2015

Member Of Technical Staff

- Stack/buzzwords: Java, Android, C/C++, Python, IoT, AWS
 - An acquisition-turned-business unit meant to function as an “internal startup”
 - Developed applications for Acer’s cloud services, such as the Orbe, a network attached storage device; a cross platform clipboard app for an IDEO engagement; and an IP camera and accompanying mobile app
 - Developed the multiplatform client SDK
 - Extended the SDK to support IoT line of business
 - Maintained a demo lab and collaborated closely with sales engineers
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Education and Interesting Nonechnical Experience

University of San Francisco — San Francisco, CA — 2012

- B.S. Computer Science
- Member of the St. Ignatius Institute, an honors society and Great Books program
- Captain of the improv team Awkward Silence, led to College Improv Tournament national finals

Camp Galileo at Chabot Space and Science Center — Oakland, CA — 2012

- Assistant Instructor
- Taught rocketry and outdoor exploration to campers ranging from 4th to 6th grade
- Took responsibility for building and striking, every day, the decorated entranceway campers pass through each morning

The Second City — Chicago, IL — 2011

- Touring Company Production Intern
- Performed operational, logistical, and research support for Second City's three touring companies
- Learned how revues are cast, written, produced, and marketed

Disney Store — Chicago, IL — 2010

- Cast Member
- Learned customer service in the fast-paced retail environment of Disney's Michigan Avenue flagship store
- Provided friendly, cheerful, engaged service that preserved the magic

Mercury Cruises — Chicago, IL — 2004-05, 2008

- Deckhand and for the Chicago Architecture Foundation Riverboat Tour
- Dockside refreshments manager
- Learned a lot of about the history of, and developed a love for, architecture