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Software Engineer

Data-driven and collaborative Software Engineer with a passion in automation, designing and troubleshooting in a Global Infrastructure. Extensive experience in a wide range of applications, dedicated to resolving complex challenges, focused on enhancing end user/customers' experiences by streamlining and optimizing proficiency, ensuring minimal downtime and adopting IT best practices including backup disaster recovery, SOX compliance, monitoring alerts and maintenance upkeep. Competencies include:

- JIRA | VersionOne
- ServiceNow
- Bash | Python | Perl | Nodejs
- RancherOS | Openshift
- MySQL | SQL
- Communication | Coaching
- Data Center/ Migration
- Docker | Kubernetes
- Application Integration
- ELK | Splunk | Nagios
- Terraform
- Jenkins
- Ansible
- TasktopSync
- Datastackr

PROFESSIONAL EXPERIENCE

MACYS.COM INC, San Francisco, CA

July 2015 – 2020

System Engineer | System Analyst

Design, build and maintain inhouse Nodejs dashboard used by Macy's internal technology organization to allow visibility into financial cost, delivery, health of initiatives, timesheet tracking and release management. Remove blockers for cross functional teams with on-going research in enterprise application tools, testing proof of concepts (POC), monitoring alerts, knowledge transfer and creating a single dashboard view for all tools and applications.

- Introduced Jenkins to JIRA team to automate Clarity PPM (Project Planning Management) fiscal year projects so that the project listing is integrated with JIRA ticketing system.
- Migrated 1700+ users through 3 different agile applications (Mingle, VersionOne, Jira) in the course of the 7 years at Macys.
- Worked with Macy's Security Application team to help them get started in VersionOne API to automate creation of tickets when code scanners detect issues in the build pipelines.
- Migrate/Implement 3rd party Datastackr (real time data warehouse tool) with Clarity PPM, ServiceNow, and VersionOne.
- Monitoring Project: implemented and tracked multiple points of failure to improve the uptime and bottlenecks of the Nodejs dashboard application, which resulted in integrating RancherOS environment with Splunk to create a single monitoring dashboard using its email alerting capability.
- Reduced Teams' Nodejs application dashboard Front-End Docker image size by 76% (from 906 MB to 205 MB) speeding up deployment and increasing security by using a more appropriate base image.

- Architected and trained five developers on troubleshooting and deploying new releases on the team's internal Nodejs dashboard application using Jenkins, JFrog Artifactory, RancherOS and Kubernetes.

Application Administrator

May 2013 - June 2015

Primary Agile tools owner for Macys.com Inc. Integrating cross platform tools: JIRA, MySQL, TasktopSync, Datastackr, ServiceNow, Tableau, Clarity PPM, 3rd party applications and internal dashboards. Trained/Onboarded/Supported 1700+ Onshore/Offshore Developers, PMs, PGMs, and VIPs. Simplified processes through communication, training, building analytic dashboards, automating scripts to groom backlog items and build tools to automate daily tasks.

- Collaborated with Agile Director to provide guidance and hands-on training for Agile coaches, technical delivery teams on all aspects of life cycle, release planning, iteration planning, to taking surveys from Project Managers to Release Engineering Director to help remove impediments for their teams.
- Researched and showcased different tools (Docker/Jenkins/Kubernetes/Chef) for the team to streamline in house Ruby dashboard deployments.
- Wrote Ruby script to expire inactive user accounts regularly in VersionOne to maintain user licensing threshold of 1700+ users and to cut additional licensing fee annually by \$70,000 and to create a more robust security access.
- Created an automated Timesheet compliance report in Ruby rails for project manager/finance team.
- Wrote a Ruby script to identify backlog items that are tagged to the wrong project, release cycle or no longer valid.
- Worked with offshore DevOps to setup SSO (SingleSignOn) for VersionOne to eliminate users from having to remember too many logins/passwords.
- Helped developers debug their code integrating with the VersionOne application.

BEDROCK TECHNOLOGY PARTNER, Sunnyvale, CA

November 2012 - April 2013

Storage Backup Specialize | Automation Scripting | Disaster Recovery

Installed new backup software features for clients. Designed and scaled offsite strategies, procedures and retention policies for various clients.

- Created disaster recovery documentation to ensure remote admins are up-to-date with current backup procedures, tape library troubleshooting commands and future tape library growth.
- Customized NetBackup Opscenter SQL report to provide detailed forecasts of daily and weekly tape consumptions as well as failures that may have occurred.

YAHOO, Sunnyvale, CA

Oct 2010 - July 2012

Storage Analyst -> Storage Engineer

Generated and forecasted quarterly reports for finance and storage team on media tape usage, storage consumptions and servers hardware inventories.

- Supported Rewire Project: Tracked down idle systems that need to be decommissioned or repurposed. Submit tickets or Update SQL database for missing data or inaccuracy.

- Wrote Perl script to reduce the storage cost in off-sited containers, reuse and destroy over 100,000+ media tapes for Getting Fit Project. Documented the script usage and the calculation which derives the cost saving and forecast.
- Created and designed user friendly Perl script to automate and send out emails to admin on backups that have consecutive failures. Streamlined failed backup jobs by re-running them automatically.

Marvell Semiconductor Inc, Santa Clara, CA

Jan 2007 - Feb 2010

UNIX System Administrator/Scripting Automation

Primary administrator for all global engineering backup and Perl script automation to maintain an accurate database of tapes store on-site and off-site

- Designed, proposed, site planned and managed the deployment of a SL3000 library (3,000 tapes LT0-4) in Marvell Headquarter. Worked closely with Sun field engineer to assemble the library in the data center. Setup 2 Cisco SAN switch for the SL3000 to backup multiple EMC NSX, Netapp and Agami filers. Installed, configured, and on-going support for Veritas NetBackup 6.5.x. Completed the project in 4 weeks and provided a robust disaster recovery system for the catalog backup.
- Maintain multiple tape libraries ranging from SL500, L700e, SL3000 to backup more than 80TB/ week.
- Upgraded library's expansions and firmware for tape drives (AIT-2, AIT-3, LT0-3, LT0-4). Successfully migrated job policies and catalog from one library server to another. Help remote-sites (Arizona, Shanghai, Germany) on building a strong library infrastructure with various Veritas NetBackup 6.x platforms to suit their needs.
- Introduced remote-sites the importance of job retention policies, and configuring a multi-pathing for all hosts to prevent single points of failures as much as possible.
- Assisted remote-sites with libraries retirements and proper documentations to gracefully shutdown libraries and bring up libraries after a data center relocation.
- Wrote Perl scripts and designed web interfaces to automate many tasks:
- Created a monitoring tool, to track data volumes and usage to determine how often it needs to be backed up to reduce unnecessary expenditure in media tapes.
- Helped to develop a barcode scanning script with a team member to improve the efficiency of large quantities of tape off-site and reduce the time spent to check for errors.
- Utilized data collected into MySQL database to graph out diagrams of weekly/ monthly data growth which enable users to forecast and plan ahead for capacity planning.
- Developed a disaster recovery script to pinpoint the exact media barcode needed to recover the lost data.
- Collaborated with a team member to re-negotiated media tape prices each quarter saving \$300k for the past 3 years. Saved the company over \$150k in a 6 month period, by implementing a new recycling retention policy and reducing the amount of tapes needed to be stored off-site.
 - Assisted team members to resolve critical SOX compliance restores and successfully restored all the data before the deadline. Was chosen to manage all crucial restores in Marvell headquarter and in remote-sites (Arizona, India).
 - Trained new hires in all aspects of server backup (Netvault, NetBackup). Familiarized trainees with standard procedures, tape purchase, tape off-site, and Window/Oracle SOX compliance backup.

UCSC RESNET - Santa Cruz, CA

Sep 2005 - Nov 2005

Sr IT Residential Technician

Selected as head technical trainer for new hires after previous role as an university networking technician in 2004.

- Managed three technicians to onboard new college students. Setup network connection in dorms / apartments (router / nic driver setup / network wiring).
- On-site and off-site virus support for UCSC students using PC / MAC / laptops.
- Perform data recovery with external USB hard drive.
- Presented incoming students virus scanning tools to use and how to troubleshoot their own network connection.
- Conducted surveys and questions from incoming students to improve on our quality of service.
- Setup RESNET office for weekend support.

UCSC CTSS DEPARTMENT - Santa Cruz, CA

Feb 2005 - May 2005

Contract Technical Support Service

University Faculty technician. Upgrade computer labs, server backup, troubleshoot faculties pc/mac issues.

- Responsible for maintaining servers tape backups every week. (AIT-2, AIT-3 tapes).
- Help rack mount servers, manage helpdesk tickets, and assign tickets to 2 other IT technicians.
- On call troubleshooting, backups, and service repair for faculties on/off campus.
- Assisted two IT technicians on cabling, software/hardware upgrades of labs on the campus.
- Monitored servers status using Big Brother.
- Restock computer supplies with purchase approval.
- Optimized and duplicated backup copies of software applications for the team.

ADDITIONAL PROFESSIONAL EXPERIENCE

EDUCATION

Bachelor of Art, BA, University of California, Santa Cruz, CA

PROFESSIONAL DEVELOPMENT

- Nodejs (Udemy)
- Ruby Fundamental
- Symantec Veritas Netbackup 6.0 (Windows)
- TasktopSync
- VersionOne Agile Tool
- <https://github.com/thraddash>