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Bob Zhu

I serve Starbucks as DevOps manager, lead automation tools and technical support team. Setup process and standard to implement DevOps practice cross the technical team and venders. Drive end to end system trouble shooting cross team, provide tools and technical support for Starbucks digital platform, include mobile app, website and many backend components like Dynamic QR code, message gateway, payment gateway.

I serve RingCentral as Automation manager, major focus on software development process optimize and framework architecture, lead 10 more people as automation tools team.

I serve ThoughtWorks as delivery manager and lead consultant, DevOps specialist and cloud platform architect, with over 10-year experience in enterprise/web application. Before ThoughtWorks, I have led several product developments in Cisco and DNV Group. In recent years, I focus on Backend, Automation tools, Continuous Delivery, DevOps and Cloud Computing.

Starbucks   06/2016--- devops manager (2 teams)

Major achievement:
a.DevOps standard and process setup, define service category
b.Contract management and project collaboration
c.Project and resource management with Finance and procurement team
Two part make Starbucks DevOps:
   1.Auotmation tools
      1.1 CICD standard and implementation with project team (Jenkins, Travis, Ansible etc.)
      1.2 Monitoring standard and implementation (Cloudwise, Zabbix, Grafana etc.)
      1.3 Application performance (Dynatrace for key servers)
      1.4 Log collection platform (ELK implement in 1300 stores, more than 4000 devices)
   2.Technical support
      1.1 Define Service SLA and KPI, implement performance tracking and improvement
      1.2 End to end trouble shooting, performance tuning from Infrastructure to User interface
      1.3 NodeJs and strongloop based app, website, as middle ground
      1.4 .Net based TMall mini site and coupons system
      1.5 Support Siebel as CRM backend

RingCentral   06/2015---03/2106 automation department manager (10 people)

Project: RingCetnral test automation framework
This is the framework for test automation engineers, combine multiple automation technologies, robotium, appium, espresso, uitest, sikuli. Development libraries to support test engineers create script.
Major achievement:
Appium as major base framework drive interaction between PC and mobile device.
Account generation service development, and testing scenario data preparation service.
Report collection service integration with Junit.

Project: Next Gen autotest platform
Reduce documents by behavior driven development and test.
Make automation as service, using code generation resource pool management and remote execution.
Enable Non-tech people create automation script by simple web based operation.
Technologies: Java and Python, Django server, Cucumber testing, Jenkins execution, Puppet management

ThoughtWorks   05/2014---06/2015   delivery manager (5 people)

Project: IATA local de-scoping system
The J2EE credit card online processing system to help china airline accounting center pass PCI standard, processing 100 thousand files everyday.
Responsibility: Working with china accounting center doing data migration and system tuning
- Jenkines as CI service with sona doing code quality check
- Concordine covered functional test
- Docker based dev environment setup
- Doing system tuning and monitoring, resolve performance bottle net
- Use Ansible as deployment script management tool
- Disaster recovery strategy arrangement

Technologies: EJB3, JBOSS EAP 6, HornetQ, MySQL, MongoDB, Docker, TWMD Secure Transport MFT, HAProxy, KeepAlived, Ansible, Jenkins, Maven, Corcordion, Junit, TestNG

Project: ScaleWorks DevOps Cloud Platform
ScaleWorks, combining the technologies of Cloud Computing with the best practices of Enterprise IT Infrastructure & Service Management, enables a simpler, smarter and more productive IT through an "all-in-one" self-service portal, "1-click" automations and intelligent resource scheduling framework. With ScaleWorks, Enterprise IT is no longer a bottleneck, but a strong activator for IT innovations.
Responsibility: designed and implemented most of the features of ScaleWorks, and setup the CI build pipeline for ScaleWorks.

Technologies: Ruby on Rails, RabbitMQ, Fog, Redis, Packer, VMware vCenter, XenServer, Hyper-V, OpenStack, Docker, Kubernetes, Twitter Bootstrap, Puppet, PowerShell DSC, Ansible, Chef, Nagios, Logstash, Elastic Search, Kibana, Jenkins, Capistrano

Cisco CRDC   09/2010---04/2014   project lead (3~5 people)
Section: Customer value chain System group: Project Lead
with the global dev-ops team serve for entire cisco production testing cloud, Cisco production manufactory line located in over 10 countries, 100 more ODM and OEM site like FOXCON, Flextronics. Total testing blade server numbers are more then 4000.

Cisco manufacturers platform provide unique testing language called 'Speak', with 'Speak' compiler and runtime, on site verification engineer can define testing routines on top of various Cisco products. Every cisco product should pass autotest and data collection before they ship out from manufactory assembling line.

Technologies: language tools based on LEX and YACC, network service with SOAP or REST with JAVA, Mono based GPPG and assembly generator, MySQL database, on top of Linux and Solaris 8.

Project: Cisco SOA Supply Chain Platform
The next generation Cisco product operation service, the prototype of service oriented autotest platform.
My task is related with following items:
- Apply safenet hardware security module based Pkcs11 using IAIK, the java openssl.
- Java based restful and SOAP webservice development, use Axis and Servlet.
- Have work with myBatis as ORM layer.
- Have work with Spring as container and AOP tool apply log feature and performance viewer.
- Have work with log tools using apache tailer, improve the log performance.
- Have work with schedule framework using java Quartz.

- ○ Have work with Hadoop research and Cassandra data store.

Project: Testing Network Compiler and Runtime Framework
This is Cisco's global manufactory network for contracted manufacturer. By manufactory platform, we support on site engineer with a unique programming language called SPEAK to do device testing data collection from the assembling line. My task mainly located at:
- ○ Mono and c# development, add new function and grammar in the SPEAK language.
- ○ Http interface module development for the SPEAK runtime engine.
- ○ Motif C Client development for Autotest runtime engine.
- ○ Web based Gui research and development, using push technology.

DNV Software   01/2008---09/2010   lead developer

Section：Software solution: Senior Software Engineer

Project: Environmental performance system
- ○ Asp.net 3.5 based web system, using client ajax, using jQuery moontools.
- ○ Using sql server 2005 SSAS and SSIS to create olap application.
- ○ Using Dundas show olap chart and telerik control dashboard.

Project: Seasam Platform integration
- ○ Using Python as glue code and Swig tools to open API for self-closed software.
- ○ Cache manager to handle complicated calculation result. A tree based memory cache.

Project: DNV Maritime production system
- ○ Using windows form and reflection technology
- ○ Develop global implementation tools and user feature customize tools.
- ○ Develop component dependency and sequence engine for configure tools.
- ○ Castle windsor containor used as IOC framework.

Toshiba software system   08/2004---08/2005   graduate developer

Section：Tool Department : Software Engineer

Micro chip C compiler tools development.
E-learning System an aps.net 1.1 web learning application.
Lucene based content search system.

Skills Summary

Project management:
- ○ Infrastructure and software design.
- ○ Agile scrum software cycle management.
- ○ Loyal practitioner of Devops, TDD, DDD meteorology.

Software engineering：
- ○ Have experience with Windows, Linux, Solaris, Androids system.
- ○ Have experience with Java, Python, Ruby, .Net, C/C++, development.
- ○ Have experience with Database, Ms Sql server, MySql, Cassandra, MongoDB, Oracle.

Other product experience:
- ○ Vagrant, Docker, Ansible, Logstach, Haproxy, LVS, Jprofiler, GoCI, GPPG, GPLex, Swig, Lucene. Robotium, calabash, apptium platform, Selenium, Cucumber

Education
- ○ 09/2000---07/2004 Shang Hai Jiao Tong University EE   Bachelor
- ○ 09/2005---01/2008 Shang Hai Jiao Tong University EE   Master