

## Technical Skills

### OS

Linux: RedHat/CentOS, Amazon Linux (1, 2, 2022), Ubuntu, Raspberry Pi; Windows: 2000 - 2016; Mac OS X

### Networking

TCP/IP, Load balancing, Cisco administration, nmap, HTTP, SSL, SSH, DNS, SMTP, POP3, IMAP, FTP, DHCP, NFS, SMB, SNMP, IPMI, Active Directory, UniFi

### Technologies

AWS: EC2, RDS, Route53, S3, CloudFront, VPC & more; Apache, Ansible, Puppet, Nagios, MySQL, Memcached, Passenger, Cacti, Loggly, New Relic, SumoLogic, Docker, proftpd, OpenSSH, Courier, Exim, BIND, ActiveBatch, WordPress, HAproxy, Oracle, Microsoft SQL Server, GitHub Enterprise, Gitlab

### Programming

Bash, Python, PHP, HTML4.01, CSS, JavaScript, jQuery, Bootstrap, AJAX, Powershell, Perl, Visual Basic, Ruby, subversion, git, Java

## Professional Experience

### Principal Cloud/DevOps Engineer

November 2016 - Current

Jobcase, Cambridge, MA

A "people-first" social platform – built to help you improve and manage your work-life

- Responsible for the day-to-day operations of all Jobcase properties, including over 600 EC2 instances, 150 RDS instances, hundreds of domains.
- Lead Cloud Engineer for migration from physical hosted environment to AWS for a company we acquired.
- Developed automation for monitoring, deployments, and more.
- Leader of a team of 4 Senior Cloud engineers, providing mentorship, training, and guidance as needed.
- Migrated infrastructure from Amazon Linux 1 to Amazon Linux 2; optimized ansible playbooks to be more efficient, easily updated, and reliable.
- Architected CMS system, leveraging WordPress deployed to S3/CloudFront, eliminating the risk of exposing WordPress to the internet.
- Migrated MySQL 5.6/5.7 baremetal to MySQL 8 RDS.
- Collaborated closely with managers and lead engineers providing guidance and leveraging my cloud expertise to ensure their products/microservices launched successfully, were monitored properly, and had the capacity to scale as needed.

### Senior Application Operation Engineer

May 2015 - November 2016

Veracode, Burlington, MA

On-Demand Application Security Testing and Code Review Platform

- Responsible for the launch, management, and deployment of new microservice-based architecture.
- Codeveloped Java-based deployment applications for artifact deployment to development, QA, and production environments.
- Provided customer support with fixes for client scan data in Oracle. This includes reverting incorrect flaw mitigations due to end-user error, data correction due to software bugs, and more.
- Developed deployment workflows in ActiveBatch utilizing Java, bash, Python, and PowerShell.
- Modernized legacy platform monitoring applications from Windows command prompt to Java, increasing the speed of monitoring by a factor of 20 to 30.

### Senior Linux Engineer

September 2013 - March 2015

TrackVia, Denver, CO

Workflow management SaaS product

- Responsible for three legacy product "Trackvia Classic" environments, two in AWS, one in a local datacenter; launch and maintenance of the new Trackvia product across five environments, one production, four pre-production.
- Lead migration from physical to HIPAA compliant private cloud AWS environment for "Trackvia Classic" for our largest healthcare customer.
- Implemented and maintained puppet configuration management across two divergent service offerings (legacy and current generation) spanning several environments in the AWS cloud.
- Developed AWS Cloud Init scripts to automate deployment of new AWS instances for various server types.
- Created internal tools for customer account management leveraging multi-factor authentication (Duo Security).
- Managed and maintained ongoing changes to configuration in Puppet.
- Acted as interim DBA for nine months; notable projects include: database split/migration, MySQL clustering (Percona Cluster).
- Worked closely with the new DBA to develop automation, scaling and configuration management for MySQL Cluster, as well as standard master/slave MySQL segments.
- Developed custom monitoring for Zabbix and Icinga, managed via Puppet, for both "Trackvia Classic" and current generation environments.

## Senior Linux/DevOps Engineer

February 2013 - August 2013

Rue La La, Boston, MA

Members-only boutique brand flash sale website

- Administered large scale server environments consisting of over 800 RHEL5/6 VMWare VMs running multiple technologies including apache, jboss, memcache, MySQL, postfix, ActiveMQ, python.
- Packaged Rue code in RPM format and developed automation scripting in Bash and Perl.
- Designed and implemented Puppet to configure, install, manage, and deploy releases across all environments.
- Managed and maintained ongoing changes to configuration in Puppet.
- Performed deployments to QA and performance environments.
- Provided timely support as needed to staging and production releases.
- Configured, performed troubleshooting and tuning for all layers of the stack.
- Created and implemented custom Nagios monitoring and managed with Puppet.
- Developed production web and application service monitoring dashboards leveraging PHP (AJAX, jQuery, Bootstrap), helping to identify bottlenecks and improve reliability.
- Developed release engineer dashboards to monitor release versions across the various environments.
- Administered Yum and subversion repositories.
- Recipient of multiple "Reward and Recognition" awards for creating quick and elegant solutions during emergency situations.

## Linux Systems Administrator and Release Engineer

April 2011 - January 2013

Rue La La, Boston, MA

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- Responsible for providing 99.999% availability in an environment of high throughput sales with concurrent requests per second in the thousands.
- Provided systems administration, monitoring, maintenance, deployments, troubleshooting and automation services.
- Linux Systems Administration, virtual server maintenance, troubleshooting and creation.
- Primary Linux engineer in the cut-over from bare metal infrastructure to PCI-compliant virtual environment.
- Analysed multiple configuration management tools (chef, puppet, cfengine) and became sole implementer for puppet.
- Re-engineered the release process from manual, proprietary system which delivered compressed archives to an industry standard continuous integration product (Bamboo) delivering RPMs.
- Provided timely and thorough responses for off-hours problems during on-call shifts.
- Acted as Tier 2 escalation point for other on-call engineers and the IT Help Desk.
- Key Linux Engineer for Warehouse Management System overhaul, traveling to Kentucky to provision the new systems and provided on-site support during integration and cut-over.
- Supported and improved custom imaging system and associated server farms.

## Systems Engineer

October 2007 - April 2011

Bullhorn, Boston, MA

SaaS recruiting/applicant tracking system

## Desktop Support Engineer

April 2007 - October 2007

Bullhorn, Boston, MA

SaaS recruiting/applicant tracking system

## Education

Degree

Bachelor of Science in Information Technology

September 2002 - November 2006

University

Rochester Institute of Technology, Rochester, NY

Certificate

An Introduction to Interactive Programming in Python (Part 1)

July 13, 2015

University

Rice University on Coursera

Details regarding older work experience are available at [zacharyarmstrong.com](http://zacharyarmstrong.com)