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Seattle, WA

Work Experience

Twitter

April 2016 - September 2022

Site Reliability Engineer

Seattle, Washington

- ◊ Handled on-call duties, working with a distributed team to handle production incidents
- ◊ Integrated legacy provisioning system with a Kubernetes automation provider
- ◊ Migrated multi-repository projects into a standard “monorepo” structure
- ◊ Ported mature Python 2 codebase to Python 3, bringing tests into compliance with current development standards
- ◊ Maintained software in response to bugs reported by users or detected via Splunk logging and Sentry telemetry systems
- ◊ Consciously focused on reducing technical debt and code duplication
- ◊ Decommissioned and removed superseded and un-used projects
- ◊ Collaboratively managed a large-scale fleet, including Twitter’s core LDAP, DNS, Kerberos and proxy infrastructure

Flowroute

August 2014 - January 2016

Software Engineer

Seattle, Washington

- ◊ Maintained Django-based web application for managing customer records and routing details
- ◊ Configured Kamailio as a SIP proxy to handle customer registrations, route calls, and ensure protocol compliance
- ◊ Used Ansible configuration automation to deploy and coordinate services both locally and in Amazon Web Services
- ◊ Implemented RESTful API microservices with Python and Twisted
- ◊ Integrated third-party Jasmin SMS router with microservice infrastructure

F5 Networks

September 2011 - March 2014

Software Engineer

Seattle, Washington

- ◊ Diagnosed race conditions and other bugs in high-concurrency event driven networking code
- ◊ Provided root-cause analysis for system crash dumps and protocol misbehavior
- ◊ Maintained the iRules Tcl interface to F5’s Traffic Management Microkernel
- ◊ Provided engineering hotfixes for critical customer issues, frequently on an aggressive timetable
- ◊ Refactored complex subsystems for increased maintainability and correctness

F5 Networks

Jun 2010 - September 2011

Network Support Engineer

Seattle, Washington

- ◊ Diagnosed IP-level traffic-flow problems between load balancers and backend servers
- ◊ Tested and validated event-based scripts for controlling application traffic
- ◊ Handled support escalations, ranging from feature requests to site-down issues

New Mexico Institute of Mining and Technology Computer Center

Aug 2004 - Aug 2006, Jul 2007 - May 2010

System Programmer

- ◊ Supported userbase of 4000 students, faculty, and alumni
- ◊ Extended existing user database to support Kerberos authentication for login, email, printing, and file service
- ◊ Tuned OpenLDAP service used for user authentication and directory service in order to better handle system load
- ◊ Maintained Perl LDAP user-account editor, including a complete rewrite using improved design practices
- ◊ Implemented Kerberos-authenticated user-account editor in Ruby
- ◊ Configured and maintained Red Hat Enterprise and Debian Linux servers and Fedora Linux clients
- ◊ Contributed Ruby bindings to the remctl open-source project

Education

New Mexico Institute of Mining and Technology

May 2010

BS in Computer Science

Socorro, New Mexico

Hobbies

- ◊ Retrocomputing enthusiast, focusing on classic (68K/POWERPC) Macintosh
- ◊ Modular synthesist, creating noise music with Eurorack equipment
- ◊ Glitch artist, using custom code in Factor