

Sina James

Site Reliability Engineer

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<https://gitlab.com/sinajames/resume>

Skills

OS	Redhat/CentOS/Fedora, Debian/Ubuntu, Windows Server 2008/2012
Languages	Bash, Ruby, Python
Datacenter	Racking, Cabling, Rack Power Requirements, Provisioning, Procurement, Vlan Planning
Virtualization	AWS, Docker, GCP, XenCenter, Proxmox, OpenStack, CloudStack, Vagrant, OpenVZ, vSphere/ESXI
Monitoring and Metrics	Datadog, Nagios, Zabbix, Observium, Foreman, Graphite, Cacti
Apps/Services	Cassandra, MySQL, MsSQL, Java, Tomcat, Apache, Nginx, Exchange API Platforms, 3rd Party API Integrations
Hardware	HP Server hardware(DL2,3,4,5xx + Storage LUNs), Dell Servers, Supermicro Servers, RAID Controllers, Optimizing Specialized Hardware Configurations, Solarflare Cards
CI/CD/Version Control	Git, Github, Puppet, Jenkins, SVN, Stash, Gitlab, Perforce
Workstation	Vim + plugins (vundle), Sublimetext, Tig, NERDTree, iTerm, Tmux, IPython, Pry, etc + bash aliases

Experience

March 2018 - **Site Reliability Engineer**, Grubhub, Chicago, IL.

Current Web-Based Restaurant Delivery Service

- Site Reliability Engineering
 - Provided all-encompassing support and troubleshooting for all Restaurant, Internal Tools, and Delivery services in a microservice environment.
 - Created, reviewed, provided feedback, helped re-architecture, and implemented new services and additional functionality for new and existing microservices.
 - Helped provide feedback on new components for reliability, scalability, and feature driven use cases (caches, sharding, table/keyspace distribution + structure).
 - Helped software engineering teams implement service-mesh features for new and existing services.
 - Directed load testing and performance benchmarking for new, existing, and in flight microservices to ensure production ready stability.
 - Provided guidance for interaction and evaluation of 3rd party services crucial to microservice dependencies.
- Projects
 - Built out a global traffic management for all internal tools services to allow for failover and redirection of points-of-presence to other Geolocalational regions.
 - Created CI/CD workflow and deployment pipelines for Care Center frontend for Grubhub Customer Care.
 - Helped create and implement previously non-existing Customer Care training environment for onboarding new representatives.
 - Defined Service Level Objectives and Agreements and alerting methods for Software Engineering teams owned services.

April 2017 - **Lead DevOps Engineer**, *Chicago Mercantile Exchange*, Chicago, IL.

March 2018 Financial Exchange Focusing on Futures and Options

- General DevOps
 - Writing automation scripts for password remediation, configuration file linting, and leveraging a mix of external libraries and internally written libraries in order to create dynamically updated configuration files.
 - Linting and standardization of practices for internally written cookbooks.
 - Standardizing and automating patching schedules for server images leveraging packer and the AWS SDK per environment to create reproducible infrastructure.
 - Writing scripts to interact with multiple REST API's to post, get, update data during jenkins jobs, workflows, pipelines etc.
 - Creating deployment workflows for AWS environments and VMware ESXI cluster environments.
 - Created builds for ESXI templates using jenkins and packer which are transposable per environment.
 - Finding and remediating bottlenecks in workflows, builds, and processes.
 - Creating Jenkins jobs, environment workspaces, and scripts for for general scheduled jobs.
 - Troubleshooting and remediating environment, network, certification, and proxy issues in and between physical datacenters/office sites and virtualized infrastructure.
- Projects
 - Proof of Concept of multiple Cloud Management Platforms with Self Service capabilities to allow for developers to provision on-demand instances with a variable shelf life and power-on/power-off timeframes.

Aug 2015 - **DevOps Engineer**, *Backstop Solutions Group*, Chicago, IL.

April 2017 Hedgefund SaaS Company

- General DevOps
 - Altering/Creating build jobs in jenkins.
 - Debugging functionality integration scripts and CI/CD pipeline.
 - General server ailment rectification and remediation.
- Application Troubleshooting
 - Debugging of live running internally developed applications and tools.
- Projects
 - Migrated acquired company Cogencys entire codebase from Perforce to Git-Github along with Git LFS related files.
 - Migrated previous Github repos to Gitlab along with LDAP user group and role creation for Cogency projects.
 - Created Puppetforge Module for open source internal PHP website to allow for LDAP password changes with security constraint requirements.
 - Refactoring of outdated puppet modules for internal infrastructure to become environment, version, and location tolerant as well as security audit compliant.
 - Used SQL and APIs to reverse engineer databases to standardize acquired company data for imports and migrations for existing applications.
 - Migrating internal applications to AWS for redundancy and cost cutting.
 - Created Packer AMI builds for quick provisioning of new AWS EC2 Instances.
 - Created CloudFormation templates for a transposable and reproducible infrastructure.
 - Implemented Foreman as a test case to provide Puppet a GUI along with an API to expose server configuration reports and general server consistency for a transient infrastructure and auditing purposes.

- Aug 2014 - Aug 2015 **Systems Engineer, Object Trading LLC, Chicago, IL.**
International Low-Latency API Algo Trading Software+Direct Market Access Infrastructure
- Duties and Projects
 - Helped orchestrate and execute an international "Product as a Service" infrastructure buildout from conception in the US, UK, Canada, London, and Sydney.
 - Managed our Market Data/Order Execution/Risk Constraint application suite for both hosted and remotely installed clients
 - Created custom Zenoss monitoring checks and alerts to be executed per server and generated graphs in order to correlate general performance to unique event data.
 - Created RPMs for application deployment concepts along with our standard tar deployments.
 - Worked with hardware vendors and technical account managers to come up with standard ordering packages for infrastructure buildout templates.
 - Triaged with networking vendors, clients, exchanges, and internal campus IT in order to resolve network issues, generate requests for change, and troubleshoot client and intercontinental connectivity issues and financial exchange access for new server deployments.
 - Established QA on software patches on exchange testbeds to ensure desired FIX/Risk Constraint functionality for effected clients.
 - Implemented Puppet and Kickstart to provision new servers along with application BIOS tuning standards for low latency trading application servers.
- Nov 2013 - Aug 2014 **Systems Engineer, Oracle-Micros Retail, Westmont, IL.**
Corporate Retail Website Full Stack Development/Infrastructure Service
- Duties and Projects
 - Handling updates, auditing, and monitoring to ensure PCI compliance for upcoming audits.
 - Build and deploy Dev, QA, STG, and Production servers (MSSQL Win-2008 backend, Redhat 6 Apache-Tomcat-Java frontend) with HP server hardware.
 - Ensure that other teams mind PCI compliance standard when requesting access, accounts, and best practices for their intended objectives.
 - Handling elaborate apache url rewrites to support code/url changes.
 - Datacenter buildouts along with server hardware refreshes for existing and new clients.
- Apr 2013 - Nov 2013 **Linux Systems Administrator/Production Support, Grubhub, Chicago, IL.**
Web-Based Restaurant Delivery Service
- Duties and Projects
 - Writing MySQL queries to consolidate statistics and data on anomalies along with identifying inconsistencies in regional or general production data trends (bots/scrapper activity, taxing app and user generated sql queries, DNS or network issues, JVM usage).
 - Creating, verifying, and following procedures to recover application or site outages and production stack changes along with creating monitoring solutions to accommodate those changes accordingly (Nagios alerts, NewRelic, Zabbix).
 - Writing bash scripts and crons to automate many server and production maintenance issues for use in clustered/scalable environments to concurrently or successively to gather statistics and reports.
 - Triage and incident resolution point of contact for issues reported by external facing support staff and other externally facing teams.
- Aug 2012 - Apr 2013 **Linux/Windows Systems Administrator, Gigenet, Arlington Heights, IL.**
Webhosting-Centric Datacenter
- Duties
 - Providing technical support to largely webhosting centric dedicated, co-location, and virtualized server clients.
 - Creating Proxmox, OpenVZ, XenCenter, OpenStack and other virtualization hosts and or clusters for clients to provide virtualized servers for their own client base.
 - Datacenter health metrics such as UPS and HVAC utilization and thresholds.
 - Routine server maintenance along with remediating hardware, software, and utilization/provisioning ailments.

Education

- 2006-2012 **Ohio University, Athens, OH, Information/Telecommunication Systems.**
2002-2006 **Alexander High School, Albany, OH, High School Diploma.**