DAVID A. MAAS

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Sandy, UT

SUMMARY:

- Long time DevOps/SRE Engineer with over 16 years of experience leading and supporting SaaS platforms, cloud implementations, and effective operations automation. Innovative leader with a record of accomplishment in delivering high availability system performance using both leading-edge and legacy automation tools to monitor, maintain and upgrade systems securely and efficiently. Detail oriented.
  - **Infrastructure as Code (IaC) and CM** – Terraform, Helm Charts, Puppet, Kubernetes, Chef, Ansible, AWS related scripting, GCP, AWS expert, CloudFormation
  - **Scripting and Programming** -- Bash, PERL, C++, Java, Python. Terraform, Helm, Puppet, Chef, Ansible
  - **Search and Data --** Kafka, Cassandra, PostgreSQL, MySQL, MongoDB, Solr, Storm, RDS, Aurora, ElasticSearch, Redis, other KV stores, RabbitMQ, ActiveMQ, Zookeeper
  - **Deployment & CI/CD** – Kubernetes, EKS, GKE, Docker, Jenkins, Artifactory, Heroku, Rundeck, Helm, Git, GCR. Experience with a very wide range of CI/CD, deployments, and software. Git, SVN, and Artifactory
  - **Compliance** – FEDRAMP, SOC 2, PCI, Security Industry Experience, HashiCorp Vault, k8s Secret Management, Audit/Remediation cycles. Nessus/Tenable, Burp Suite, RIPS, Acunetix, HackTheBox
  - **Observability** -- Splunk Enterprise & Operator, Nagios, PagerDuty, VictorOps, Grafana, New Relic (as a user), Kibana, Sumologic

ADDITIONAL SKILLS:

- SaaS, AWS Expert, Kafka expert, GCP, IaC & Terraform, Cloud Platforms, Kubernetes, Cybersecurity & Compliance, DevOps Automation, Testing, Maintenance, CI/CD, Troubleshooting, Databases, NoSQL, Networking, Linux, Support, Site Reliability, Platform Engineering

EXPERIENCE:

Taulia Inc, Cottonwood Heights, UT   **Aug 2022 - Jul 2023**
Sr DevOps
Responsibilities:

- Assigned to the Cloud Operations team in an extremely up-to date GKE/GCP based FinTech company.
- Deployed Splunk Enterprise & Operator throughout most of the organization, performed software testing to identify best practices to use with an immature OSS project.
- Worked on resource problems and predictions with GKE for a 100% Kubernetes environment.
- Authored Helm charts and Terraform modules for infrastructure and software management.
- Compliance related automation and scripting, OKTA integration and auditing

Tools: Advanced Kubernetes features, Terraform, HashiCorp Vault, CI/CD, Helm Charts, GitOps, MySQL, k8s operators, Splunk Enterprise, Splunk Operator, Splunk Connect/fluentd, ArgoCD integrations, Jenkins, ActiveMQ, Ingress-Nginx, GKE, SOC2 compliance, GCP, Strimzi (K8s Kafka), Okta

Elementum Ltd, Lehi, UT   **Dec 2021 – Aug 2022**
Sr Site Reliability Engineer I
Responsibilities:

- Contract/Short term job.
- I ran all operations for a large legacy SaaS product after Elementum laid off a remote office. Managed a 200 person workload through extensive use of SRE techniques. Intimate work with EKS, Docker, every- thing Kubernetes, cost analysis, and being incredibly underhanded.
- Managed around 1200 virtual machines using Chef, additionally responsible for at least 4-6 EKS clusters
- Managed around a 1/3rd of a million dollars/ month worth of AWS services

Tools: Kubernetes, Chef, EKS, Artifactory, Docker, Vault, Jenkins, Terraform and infrastructure importation, as well as Zabbix, Salesforce Tableau, GitLab, Boomi, VictorOps, Sumologic, Palo Alto Networks VPNs, AWS Aurora, AWS Enterprise, ElasticSearch, AWS resource management, compliance and more

Proofpoint, Draper, UT   **Apr 2017 – Aug 2021**
Site Reliability Engineer, Infobus JAB Development Team
Responsibilities:

- DevOps/SRE Responsible for InfoBus, a Kafka + Internal Java software stack that ties together Proofpoint's email products. *This was a position of technical leadership*. I devised and executed strategies to improve scalability, service reliability, upgrades, capacity, maintenance, performance and security.
- SME for Kafka and Cassandra!

- Automated and scripted huge numbers of things ranging from everyday tasks and information gathering to maintenance tasks and deployment pipelines in order improve reliability.
- Supported large scale production environments in AWS and a Multi Datacenter environment.
- FEDRAMP compliance and AWS GovCloud. Delegation, management, and training tasks.

Tools: AWS, Puppet, Apache Kafka, Cassandra, Kerberos, Apache Storm, Terraform, Rundeck, Lots of programming in Bash, GovCloud, FEDRAMP compliance, Grafana, Prometheus, Kibana, Tenable scans, GitOps, CloudWatch, Lambda functions, RabbitMQ, parallel-ssh, Nagios, Cloudformation, ldapd, sssd, and around 50 AWS products

Details:
- InfoBus Server Deployment Project – implemented innovative project delivery processes to expedite a federal con- tract to meet contract terms and meet deadlines as well as FEDRAMP compliance.
- Delegated tasks and realigned workloads– Expanded the team's responsibility to review and manage tickets to resolution or escalation. Reviewed the ticket status at weekly meetings and coordinated resolution steps and assigned resources of open tickets. Opened key communications channels.
- Security – Introduced new security measures to comply with multiple security guidelines
- Updated the entirety of InfoBus to CentOS 7.9 and implemented a regular patching schedule
- Independently charted out major projects I felt were of critical importance
- Determined security settings, firewall rules and added puppet profiles.
- Turned InfoBus' servers from secure CentOS machines to an up-to-the-moment high-security environment.
- Continuous Improvement – collaborated cross-functionally with the development team and project stakeholders to drive continuous improvement in the development and deployment operation. Developed a robust protocol enabling multiple ways of preemptively preventing problems.
- Used parallelization and automation techniques to regularly test the functioning of a ~200 machine-cluster deployment that returned specific data showing performance outliers. Measurably improved reliability and uptime.
- Expert in two internal deployment stacks. Additionally, created numerous specific deployment tools, drastically improving the speed, reliability, and ease of maintenance to crucial infrastructure

YP.com (Yellow Pages), Glendale, CA   **Aug 2015 - Oct 2016**
Sr DevOps Engineer
Supported a search operations development team building Big Data and Java/Tomcat-based applications for a cloud based searchable business directory.
Responsibilities:
- Worked with Solr, feeding, deployments, bug reports, software management.
- Leveraged New Relic and Splunk expertise to help website and application owners manage production site issues
- Created automation using Ansible. Wrote programs to automate redundant, routine tasks.
- Site Reliability – addressed severe problems with the website performance error reporting process. Developed a heuristic to fix signal to noise problems in New Relic's fault reporting. As a result, the process eliminated tens of thousands of false or inconsequential errors to reveal the actual problems providing traction and helping the engineers remediate the issues.

Tools: Git, Apache Solr, New Relic, ElasticSearch, Ansible

Nixle LLC & Nixle, an Everbridge Solution, San Francisco, CA   **Feb 2014 - Jun 2015**
Sr Admin, DevOps, Network Admin, Office IT
Responsibilities:
- Led the DevOps for an late-stage start-up developing a real-time community alert system with the ability to send text messages, from police, fire departments, municipalities and utilities to the community with a single web interface.
- Ran the networking and websites for a year and a half and introduced and implemented work processes, monitoring tools, and automation to improve system reliability and security. As a result, troubleshot and repaired mail clusters, VMs, IPSEC; managed restore and backup procedures.
- Managed python based non-containerized microservices and mod_python.
- Developed scripts for automatically deploying backup VMs to AWS, developer VMs that ran on VirtualBox on developer laptops.
- Served as DBA for a large critical MySQL database upgrade - performed a major upgrade from MySQL 5.0 -> 5.6. I also switched a number of table engines to improve backups and drastically improve performance.
- Led the migration to AWS due to high colocation costs

Tools: AWS, Cisco ASAs, VMWare, VirtualBox, datacenter, Python, MySQL 5.0, MySQL 5.6, PowerMTA, Postfix, django, mod_python, build processes for C based software, Django, IPSEC, Puppet, RoR, GlusterFS, JMeter, Heroku

Mandiant Corp, Redwood Shores, CA   **Sep 2012 - Feb 2014**
MCIRT Sysadmin

Responsibilities:
- Used Puppet Configuration Management to manage fleets of experimental antivirus products. Supported a network of virtual machines that download and test internet traffic before transferring it to a customer network.
- These days this would be considered Site Reliability Engineering.
- Wrote a monitoring program to alert the system and sysadmins of bad snort rules.
- Customer support for embedded devices and network troubleshooting in datacenters globally.
- Wrote a tech support manual for an incoming tech support team.

Tools: Puppet, GitOps, Snort, malware and adversary training, Network troubleshooting, Nagios, Splunk, AV sandbox results, MongoDB, Customer Service

InMotion Hosting, Marina Del Rey, CA   **Feb 2009 - Sep 2012**
Datacenter and Network Lead
Responsibilities:
- Built and managed the West Coast data center, including its network administration.
- Oversaw email and phone customer support, LAMPs expert
- Innovative major projects: wrote switch management software in PERL, network redesign, cabling, managed subcontractors, etc.

Tools: LAMPS, PHP, PERL scripting, Cisco, Juniper, Dell Powerconnect, Apache, Nginx, ethernet cabling, Technical support final escalation point, MySQL, Cpanel, datacenter inventory systems

Various roles while starting in IT -- Alchemy Communications, OC3 Networks, Thought Convergence, Dreamhost, LBCSDC, AWR…

Los Angeles, CA   **Prior to Jan 2009**
Responsibilities:
- I worked at a number of jobs earlier in my career that were technical but don't need their own job entries. The positions were, in no order: IT, NOC tech, Datacenter admin, Jr DBA, Technical Support and a Jr Programmer internship in C++.

EDUCATION:
Some college, no degree – Computer Science, Connecticut College & Long Beach City College.

CERTIFICATIONS:
CCNA 1-3, Network+, Oracle PL/SQL

USEFUL ONLINE COURSES
Computing with Python, Kafka Security (SSL SASL Kerberos ACL)