

Thomas Noonan II

DevOps Engineer

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Summary

DevOps / Site Reliability Engineer experienced at running applications at scale, managing hundreds of servers with configuration management, deploying applications in Docker, implementing common backend services supporting production applications, configuring Linux servers, configuring networks, and working with development teams to allow them to run their applications in production at scale.

Experience Highlights

- Application containerization using Docker
- Automated builds using Bamboo
- Automated deployments using Chef
- Robust monitoring using Sensu and Uchiwa
- Performance monitoring using Riemann and Grafana
- Centralized logging using Elasticsearch
- Configuration management using Chef and Puppet
- Consul configuration storage
- Vault password storage
- Auditable and controllable user self-service models using Git, Bamboo, and BitBucket
- Custom DSLs in Ruby
- Custom APIs in Ruby Sinatra and Python Flask Restful
- Software testing using RSpec and Test Kitchen
- Linux system administration and troubleshooting
- Network administration and troubleshooting
- SAN administration and troubleshooting
- Version control using Git, Github, and BitBucket
- Programming and scripting in many languages including Ruby, Python, Bash, and C
- MySQL, PostgreSQL, and Oracle databases
- Customer support experience
- Service provider experience
- Agile development environment experience

Abridged Employment, Education, and Experience History

- **ShoreTel (formerly Corvisa), August 2015 to October 2017:** DevOps Engineer supporting the Corvisa Summit Telephony Platform.
 - Supported development teams running containerized applications in a Mesos / Marathon environment.
 - Performed Site Reliability Engineer duties to maintain stable backend platforms for use by production services.
 - Designed and implemented redundant, message based monitoring using Sensu and ported existing Nagios checks to Sensu.
 - Developed and implemented a custom, git repository based monitoring configuration system using a custom Ruby DSL to allow users to easily define checks for microservice based services.
 - Designed and implemented performance monitoring using Riemann, InfluxDB, and Grafana which allowed git-based configuration by users including docker-compose based local test environments and automatic testing of changes gating bad changes from reaching production.
 - Upgraded the existing Chef 10 environment to Chef 12 and managed cookbooks running on approximately 1200 nodes.
 - Architected and developed a custom virtual machine deployment tool which allowed VM deployments to be defined via a simple DSL to allow automated, idempotent VM deployments.
 - Upgraded, improved, and maintained centralized logging using Logstash, Elasticsearch, and Kibana.
 - Implemented and maintained multiple open source tools and frameworks as containerized applications, such as Redis, Kafka, RabbitMQ, Portus, Docker Registries, Consul, Vault, Sensu, Uchiwa, Riemann, InfluxDB, Grafana, Elasticsearch, Logstash, HAProxy, and Nginx.
 - Developed numerous tools in Bash, Python, and Ruby to improve self service to users, integrate diverse tools into cohesive frameworks, and resolve operational difficulties encountered at scale.

- **Tek Systems, contracted to Comcast, June 2014 to May 2015:** Senior Linux Engineer in the Technology and Product division of Comcast.
 - Administered, maintained, supported, and improved the Video On Demand transcode and distribution services of Comcast Wholesale.
 - Maintained Linux servers running in house developed applications utilizing Tomcat and Oracle.
 - Developed applications in Python and Ruby to solve operational issues faced by the Ops team.
 - Utilized Flask-Restful to implement REST APIs within Python to interconnect applications and provide middle tier services interfacing with MySQL, PostgreSQL, and Oracle databases.
 - Implemented Docker and Puppet based workflows for application deployment allowing for application environment synchronization, simple deployments, and easy application rollback.
 - Standardized server configurations using Puppet.
 - Utilized Agile development practices for both development and operational tasks.

- **RackSpace Hosting, October 2012 to May 2014:**
 - **DevOps Engineer in the SMB Unit of RackSpace Hosting:** Configured and administered customer environments via Chef configuration management tools.
 - * Developed Chef cookbooks to provide general and extensible application management cookbooks to highly tailored cookbooks to configure a customer's application.
 - * Utilized continuous integration tools and automated test suites to maintain cookbook code quality.
 - * Collaborated with other engineers and customers on shared code bases using git and GitHub for version control.
 - * Worked with other engineers and management to set code quality standards, best practices, and team procedures.
 - * Provided system administration support to customers with immediate response times to site and server issues.
 - **Enterprise System Administrator in the Enterprise Unit of RackSpace Hosting:** Administered, triaged, and repaired high profile web and database servers hosted at RackSpace.
 - * Configured all operating system aspects of customer servers, including disks, kernel tuning, package management and patching, firewalls, and software configuration.
 - * Troubleshoot servers both in real time and after the fact to determine causes of site outages and performance issues.
 - * Used Python and Bash scripts to characterize server behavior to advise on performance issues.
 - * Advised customers on high availability configurations such as Red Hat Cluster Services, Multi-Master MySQL, load balancing, and horizontal scaling using both dedicated gear and public cloud.
 - * Offered front line support to customers with immediate response times to site and server issues.

- **Randstad Staffing (formerly Spherion Staffing), contracted to Hewlett-Packard December 2009 to September 2012:** Enterprise Server Technician and System Administrator for HP's Enterprise Server Lab.
 - Administered, configured, assembled, triaged, and repaired HP's line of flagship servers.
 - Supported HP's engineering and firmware teams by maintaining server prototypes, lab infrastructure, and test scripts.
 - Performed hardware level troubleshooting and repair of server prototypes.
 - Administered approximately 50-100 infrastructure servers on both real hardware and virtualized platforms ranging from low visibility test servers to production servers visible to multiple business units within HP.
 - Assisted with network support including general maintenance, outage triage, and firewall configuration.
 - Configured and troubleshoot Fibre Channel and FCoE SANs.
 - Assisted with data center operations and management.
 - Designed and developed a custom IP VPN solution in C to allow cross-site automated design verification and tests of embedded management processors.

- **Iowa State University, 2003-2006:** Worked towards a Bachelors Degree in Computer Engineering. Studied computer programming, electronics, and embedded programming.