

## *Michael Roberts*

*mroberts@sysengineers.net*

*210-378-2591*

### Employment History:

**GigaSpaces Technologies, Inc.**, New York, NY      **Senior DevOps Sales Engineer**      *January 2016 – Present*

- Delivered presentations, developed demonstrations, configured initial implementations, and customized integrations of Python-based automation platform Cloudify for top tier enterprise clients and prospects
- Exercised Cloudify capabilities to leverage myriad platforms and plugins including AWS, Azure, Google Cloud, OpenStack, VMware, Puppet, Chef, Linux, Windows, and Docker to satisfy client requirements
- Developed industry-standard TOSCA blueprints as well as custom code in BASH and Python to automate the entire life cycle of complex multi-tier network applications including deployment, monitoring, scaling and healing
- Engaged C-suite decision makers and system architects alike in thorough business and engineering discussions

**WellAware Holdings, Inc.**, San Antonio, TX      **Senior DevOps Architect**      *September 2014 – January 2016*

- Reported directly to CTO as a trusted advisor to anticipate organizational IT needs, plan and implement optimal solutions within schedule and budget constraints in a highly dynamic startup environment
- Implemented infrastructure-as-code strategies utilizing SaltStack for server configuration management providing consistent deployments across both Rackspace and Amazon AWS EC2 cloud providers
- Transitioned from server oriented development and deployment to a new microservice architecture using application containers running in Docker on CoreOS for improved resource utilization and scalability
- Integrated heterogeneous components like the Elasticsearch / Logstash / Kibana ELK stack, PostgreSQL and Cassandra (Java) databases, and RabbitMQ (Erlang) for AMQP, all into a coherent backend system
- Coordinated with QA team to assume all release engineering responsibilities for regression-free software under continuous integration on a Jenkins build server with LDAP authentication to a FreeIPA server

**TrueAbility**, San Antonio, TX      **Senior Technical Strategist**      *November 2013 – August 2014*

- Collaborated with CEO, COO and CTO on high-level strategy for product features, business model adjustments, and areas of concentration for specialized content development and marketing
- Researched, created and deployed complex testing scenarios to objectively assess engineering skills in MongoDB, MySQL, Nginx, Apache, HAProxy, PHP, Python, Perl, Postfix, SSH, PAM, LVM and ACLs
- Produced and operated a series of multi-day tournaments designed to attract attention among target community, and drove ongoing engagement through relevant blog posts and discussion moderation
- Worked with a large established code base of over 50k lines of Python both to debug and enhance contributions from others as well as to write and submit my own modules in a git based workflow

**Bloomberg, L.P.**, New York, NY      **Senior Systems Engineer**      *March 2011 – October 2013*

- Architected scalable Linux platforms ranging from flexible VMs through workhorse blade systems to \$100k enterprise servers executing critical functions of flagship Bloomberg Professional® service
- Supported peak growth rates of 200+ new systems each month as key member of elite team focusing on relentless process automation and monitoring with cfengine, BMC BladeLogic, Splunk, and Nagios
- Developed all new cloud infrastructure, starting with AWS-based proof-of-concept, ultimately leveraging private VMware ESX cluster with a custom user interface for managing application-specific instances
- Maximized performance for demanding applications by engineering systems with modern hardware features such as link-bonded 10GigE, CUDA programmed GPGPUs, and PCIe SSD accelerated storage
- Assisted developers both in migrating to Linux from legacy Unix environments and in bootstrapping new applications on open-source frameworks like Hadoop, Ruby on Rails, Django, and Node.js

**Red Hat, Inc.**, Raleigh, NC      **Linux Consultant**      *April 2010 – January 2011*

- Independently deployed to implement enterprise open source software solutions for clients across the country, with sole responsibility for execution decisions to successfully complete project goals
- Communicated detailed written analysis, findings, recommendations and project progress results, as well as documented designs and system configurations, for both business and technical stakeholders
- Established a Standard Operating Environment (SOE) featuring Red Hat Directory Server, Satellite Server and a flexible Kickstart script to unify support for diverse needs of a leading hedge fund
- Architected a modernized solution utilizing JBoss EAP and Red Hat Enterprise Virtualization to replace legacy mainframe based data processing at a large retail financial services vendor

Employment History Continued:

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**Rackspace Hosting, Inc.,** San Antonio, TX

August 2004 – April 2010

**Rackspace University**

**Senior Linux Trainer**

May 2007 – April 2010

- Researched, developed and delivered classes and materials to teach Linux and internet related topics to all levels of technical and managerial employees in global offices and data centers
- Prepared over 300 technicians for Red Hat Certified Engineer exam with a 75% pass rate, nearly double the industry average, earning Rackspace more RHCEs than any company outside of Red Hat
- Led students in traditional long term classroom-based training sessions, while also contributing multimedia material for innovative computer-based, online, self study learning programs
- Designed original technical challenge to engage the interest of top-tier candidates for recruiting and led a comprehensive on-boarding program to accelerate new hires to shoulder support-team responsibilities
- Represented entire company as only chosen engineer sent to learn crucial implementation details for updated release of core support product and in turn prepared all technicians for company-wide roll-out

**Rackspace Backbone Engineering**

**Network Engineer**

June 2006 – May 2007

- Achieved flawless operational record while held accountable for performance and availability of all DNS server infrastructure essential to Zero-Downtime Network in global Rackspace data centers
- Served as final escalation point for customer DNS tickets, developed custom coded shell scripts to maximize efficiency of migrations and imports to maintain scalability during peak customer growth
- Collected and analyzed trend data for long term capacity planning and short term response time tuning, including emergency paging automation to prevent interruptions during periods of high load
- Increased responsiveness and flexibility for Rackspace DNS customers with tripled update frequency from web interface to production systems by optimizing BIND on Debian GNU/Linux

**Rackspace Managed SMB**

**Linux Engineer**

August 2004 – June 2006

- Resolved server issues regarding web sites, databases, email and related technology, specializing in Apache, MySQL and Postfix on Linux and FreeBSD
- Earned the Rackspace Fan Club Award a record breaking seven times in recognition of inspiring the most spontaneous compliments from customers seeking technical assistance each month
- Collaborated with account managers and inside sales staff to maximize customer satisfaction and growth, embodying principles of Fanatical Support® to all
- Documented problems and solutions for future reference by customers and teammates, clearly explaining technical details both to fellow-engineers and to non-technical audiences alike

**LJM Services, Inc.,** San Antonio, TX

**IT Administrator**

October 2001 – June 2004

- Migrated line-of-business payroll operation to new platform by utilizing custom conversion process for mission critical data and providing employee training on new software
- Planned and executed migration of entire network and server infrastructure from in-house self-hosting to co-location facility with redundant power and cooling
- Established virtual private network facilitating seamless VoIP telephony and business application data input and processing between central and remote office locations

Professional Development:

November 2015	GitHub Training GitHub for Developers
November 2014	Lean Kanban University Certified Kanban Training / Agile Bootcamp
January 2013	Bloomberg Basic Equity Domain Training
October 2012	Bloomberg Commodities Domain Training
June 2012	Bloomberg Fundamentals of Options Training
May 2012	Bloomberg Fundamentals of Securities Training
April 2010	Red Hat RH442 “Enterprise System Monitoring and Performance Tuning” (Architect level)
June 2009	Red Hat Certified Engineer, Enterprise Linux 5 (ID 110-122-835 see sysengineers.net)
May 2007	Red Hat Certified Engineer, Enterprise Linux 5
October 2006	Red Hat EX401 “Deployment, Virtualization and Systems Management” (Architect level)
June 2005	Red Hat Certified Engineer, Enterprise Linux 4
October 2004	CompTIA Linux+ Certification
August 2001	CompTIA A+ Certified Professional