

## Summary:

- Cloud Operations Engineer with a developer background
- Primary focus on automation of large-scale client deployments/migrations & support
- Customer obsessed and passionate about enabling customer success
- Knowledge in system configuration, customization and installation
- Enjoys contributing to open source programming communities

## Certifications:

- AWS Certified Solutions Architect
- Zend PHP 1: Foundations
- Zend PHP 2: Higher Structures
- Demandware Certified Developer

## Technical Skills:

- **IaaS Platforms:** AWS, GCP, Rackspace Cloud
- **Virtualization:** Docker, Vagrant, VMWare VirtualBox
- **Config Mgmt.:** Terraform, Packer, Ansible, Ansible Tower
- **CI / CD:** Circle CI, Jenkins
- **Scripting:** Bash, Python, PHP
- **Networking:** DNS, Routing, Firewalls, Load balancers
- **Databases:** MySQL
- **Version Control:** Git, GitHub, GitLab
- **Operating Systems:** Linux, Mac

## Professional Experience:

### **SENIOR CLOUD OPERATIONS ENGINEER**

**05/2019-Current**

Mission Cloud (Remote Employee)

- Automation of Major Incident workflow from Ticket creation to Ticket Close. All steps fully automated.
- Lead business in technical projects as well as timeline a delivery of large scale projects
- Accountable for a set of customers from a technical standpoint
- Security research and debugging within cloud networks
- Escalation point for a set of customers and/or Tier 2 Engineers from a technical standpoint
- Finalize RCA for management review
- Optimize monitoring and configurations solutions for the customer
- Mentor and train tier 1 cloud ops team
- Lead problem management efforts to ensure 100% uptime without manual intervention
- Follow ITIL processes (Incident, Change and Problem Management)
- Adhere to strict Change Management policies and participate in daily Change Advisory Board (CAB) reviews

### **DEVOPS ENGINEER III**

**02/2017-03/2019**

Rackspace (Remote Employee)

- Developing applications and setting up infrastructure for our internal teams & external customers

- Automated deployment/management of workloads across multiple public cloud providers (AWS, GCP & Rackspace)
- Resolved single points of failure and redundant systems
- Developed AWS IaC using CloudFormation Templates and Terraform
- Building distributed, highly available and scale able infrastructure
- Pro-actively seek opportunities to review solution architecture then put forward and implement proposals for improvement
- Mentored other technical staff
- Daily discussions with customer around architecture and design of their infrastructure

## **CRITICAL APPLICATION ENGINEER**

**03/2016-02/2017**

Rackspace (Remote Employee)

- Responsible for automation and integration of customer applications with public cloud platforms (AWS/Azure)
- Act as a consultative resource for customers to assist them in achieving their business objectives
- Pro-actively seek opportunities to review solution architecture then put forward and implement proposals for improvement
- Engaged with account teams to ensure client expectations are being fulfilled
- Responded to customer support requests and coordinate with support teams
- Ensured appropriate technical documentation was in place for customer solutions
- Identified opportunities for improvement/enhancement of the Critical Application Support service offering
- Mentored other technical staff
- Obsessed over customer experience through pro-active architecture reviews and consultancy work

## **SENIOR DEVOPS ENGINEER**

**08/2015-03/2016**

BlueAcorn, (Remote Employee)

- Responsible for production support including bug triage, diagnosis and resolution
- Managed software releases including version control (git) and deployments
- Enhanced product quality through code reviews and static code analysis (Jenkins)
- Architected infrastructure solutions for internal development initiatives
- Provided technical leadership and architecture consultation

## **DIRECTOR OF TECHNOLOGY AND DEVELOPMENT**

**11/2014-08/2015**

Kering (parent company of Volcom), Costa Mesa, CA

<http://www.volcom.com>, <http://www.electricalifornia.com>, <http://www.outerknown.com>,

<http://www.tretorn.com>

- Supported ecommerce systems across multiple
- Managed third party integrations (WMS, CRM, Analytics, OMS)
- Architected and administered internal infrastructure
- Managed deployments and code control of 4seperate brands
- Led team of engineers along the full lifecycle of tickets
- Set-up and managed internal ticketing system

## **GLOBAL LEAD OF TECHNOLOGY AND DEVELOPMENT**

**01/2014-11/2014**

Volcom, Costa Mesa, CA

<http://www.volcom.com>

- Oversaw global code deployment and development

- Managed infrastructure and applications used for daily communication and project management
- Architected and maintained production environments
  - Provisioning LAMP stacks
  - Configuring and optimizing Apache or Nginx, load balancers, MySQL replication, AWS autoscaling, and caching services such as Memcached or Redis
- Trained development team, held weekly status meetings with developers, and wrote technical specifications
- Led a team of 8 DevOps Engineers and Developers

## **SR. ECOMMERCE WEB DEVELOPER**

**01/2011-01/2014**

Volcom, Costa Mesa, CA

<http://www.volcom.com>

- Worked within the Demandware e-commerce platform to build, stylize and customize the shopping experience.
- Hand built a product information management tool to interface with the Demandware business manager.
- Closely worked with the VP of sales and COO to build and modify budgets according to our e-commerce roadmap.
- Led a 4 person development team
- Decreased load times on our site by 30%
- Integrated PayPal checkout experience into the Demandware platform
- Integrated social aspects into the product landing pages
- Wrote and customize a pay per click initiative with outside vendors
- Integrated conditional pixel logic within the Demandware platform
- Customized exact target e-mail platform to fit our emailing needs
- Created an RMA application within demandware for customer service

## **WEB DEVELOPER**

**01/2009-12/2011**

Quiksilver, Huntington Beach, CA

<http://www.quiksilver.com> , <http://www.roxy.com> , <http://store.dcsshoes.com> , Many more

- Designed and developed user interfaces for complex web applications including the design and implementation of web pages templates
- Created multiple pages using one single template and populated dynamic slots using handlebar.js and JSON
- Converted outdated .NET/static html sites into Wordpress MU CMS sites
- Built marketing and eCommerce sites on a LAMP stack using PHP5 and OSX Servers
- Maintained and created a large number of web sites using PHP5/MySQL
- Kept multiple sites and multiple languages versioned using GIT and SVN
- Define the UI design, user interaction for new and existing product features
- Develop early high-level and detailed prototypes to effectively communicate design ideas and user interactions
- Worked with video and web technologies including video capture, encoding, delivery, viewer presentation of video and other digital content

## **BOARD MEMBER**

**08/2014-08/2015**

FoxTales, Lake Forest, CA (<http://www.getfoxtales.com>)

- Managed a team of 2 people leading the development and technology direction
- Established a DevOps team, including processes and tooling
- Supported and developed front and back end systems
- Built globally scalable architecture for all applications

## **Education:**

- **Primary focus of study:** web development and design, e-commerce, design methodologies (SSADM and UML), networking
- Orange Coast College, 2002 - Current
- Golden West College, 2003-2004
- Saddleback College, 2002-2005

## **Projects:**

- Open source community contributor to jQuery Mobile, Mozilla.org and many others
- Designed, developed and cut up landing pages for <http://www.livenation.com>
- Responsible for the design and development of many internet sites (lists available)

## **Portfolio Sites:**

<http://github.com/caseybecking>

<http://www.caseybecking.com>