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## WORK EXPERIENCE

### *LEEO*
San Mateo, CA

**IT and Engineering Consultant**
February 2015 - January 2020

- Engineering contributions included developing system and network diagnostic code for Leeo Smart Alert safety product. Built utilities to test for and attempt repair on non-functional network conditions as well as handling other common faults.
- Took over all IT functions and assisted with most DevOps functions. Replaced and augmented most corporate IT infrastructure during HQ move from Palo Alto to San Mateo, rolling out numerous new IT functions in the process, including Zoom video conferencing, conference room VOIP phones, and remote access VPN.
- Implemented streamlined development workflow, supporting documentation, and corresponding Jira workflows. Additionally introduced and led Five Whys process for critical failures.
- Managed projects and business relationship with outside development agency to validate that product development metrics were being met.

### *PALANTIR TECHNOLOGIES*
Palo Alto, CA

**IT Engineering Manager**
April 2010 - December 2014

- Responsible for managing all internal IT teams at Palantir outside of Help Desk and Information Security. Teams included Unix Services, Microsoft Windows and Core Applications, Network Operations, and IT Purchasing.
- Grew IT Engineering team from 4 to 24 members, including two leads. Conducted initial screens, trained up recruiting team members and screeners, evolved screening process to include hands-on exams as appropriate for roles. In addition, trained ICs on interviewing goals and techniques.
- Maintained emphasis on investment in staff as our most valuable asset. Mentored team leads and ICs to position them for success and career growth while fulfilling team and business needs. 360 reviews showed continual year over year improvement of team effectiveness and morale as viewed from both within the team and by customers.
- Reworked maintenance and service outage process and schedule to improve visibility of impact to end users in advance of outages, as well as improving length and effectiveness of weekly, monthly, and quarterly downtime windows.
- Prior to shifting focus to full-time management, worked on standard internal IT infrastructure building and maintenance.

### *COMPLETE GENOMICS*
Mountain View, CA

**Senior Systems Administrator**
May 2007 - November 2009

- Built two moderate-sized CentOS compute clusters used for genome sequencing. Installed and configured Sun Grid Engine for job management across nodes. Created custom Kickstart scripts for unattended installs.
- Set up and maintained over 1PB of NAS-based storage based on an Isilon cluster and home-grown FreeBSD + ZFS systems. Worked with vendors to investigate performance bottlenecks in NFS and CIFS-based file access.
- Planned and performed colo migration for all in-house production resources.
- Hired and managed junior production and corporate IT admins.
- Built automatic host configuration utility to allow provisioning of systems and supporting configuration (DNS, etc) with minimal admin input.
- Performed other IT functions as required, including implementation and management of monitoring suites (Groundwork, Nagios, Ganglia), Perforce, Bugzilla, directory services (AD, NIS), Vmware instances, Confluence.

## EDUCATION

### *NORTHEASTERN UNIVERSITY*
Boston, MA

**College of Computer Science**
September 1993 - November 1995

**Related Courses:** Algorithms and Data Structures, Computer Organization and Design, Software Design, Object Oriented Design, Operating Systems Concepts, UNIX Tools

**GPA:** 3.35/4.0

*References will be furnished upon request.*