BARON CHANDLER

via snail mail

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via series of tubes

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Tech   >>>

Baremetal Linux
Kubernetes
GCP
AWS
Akamai

Golang
Python
PHP

Grafana
Prometheus
Elastic Search / ELK

GitHub Enterprise
Jenkins
Bugsnag

Puppet
Terraform

Jira
Confluence

Made on a Mac

$HOME/.profile

Versatile software professional with a 25-year work history including both technical and management positions. I've a fondness for teams building purposeful systems that enrich people's lives and I'm interested in companies that strive to be inclusive, respect the individual, value creativity and spontaneity, and know how to be grown-up without being stuffy and boring.

.COM

Senior Site Reliability Engineer   2017-∞
Mailchimp, Atlanta, Georgia

As an SRE for an all-in-one marketing company, I am centered on deployment and CI tooling and providing support to multichannel and websites product teams. Embedded in the Websites domain, I am responsible for the operational and reliability aspects of our product, and my duties include maintaining continuity of our operations thru documentation, observability, alerting and implementing SLIs and SLOs. I actively support inclusiveness and mentorship across Engineering, and I work as a liaison between our dev and ops teams and advocate for design, QA, support, and user research teams in technical contexts.

- Working with developers and other SREs to forge our Domain's path forward from our well-established on-prem monolith architecture to our future rooted in GCP using Cloud Run and GKE.

- Established standard criteria for operational readiness of our products in a "listen hard, change fast" company and evaluated Websites product offerings against that criteria. Engaged our development teams to iteratively close gaps and instill a domain-wide culture of observability and reliability.

- Developed, pitched and delivered on call program with incident response to the Websites product domain to bring increased autonomy to around 30 FTE across 4 engineering teams and our management.

- Developed new hire onboarding program for SREs to introduce key concepts, our tooling and processes using a supportive and non-linear approach.

- Reduced incident response time by updating our deployment pipeline to lift up changes to Websites code from the 100s of deployments daily and surface them in our Grafana dashboards.

- Worked with support leads, tech writers and engineers to program and present at internal conference to promote comprehensive, creative and inclusive use of Confluence across the company.

Senior Systems Architect   2014-2017
RentPath, Atlanta, Georgia

As lead systems architect for the team of 8 Linux engineers at a rental property advertising company, I was responsible for 24x7x365 operations and deployments to fully-virtualized multi-datacenter HA environment of 2000+ servers. I also mentored team members and interviewed new ones and invested significantly in our product development teams to improve and streamline operations and deployments.

- De-risked everyday changes that caused unplanned outages thru active listening, simplifying, and injecting peer-review into our processes to build confidence in our work and each other. As an example, human error in DNS produced 3 production outages in one week, causing management to demand approval for every change and that changes be performed overnight. I radically simplified tooling, routed changes through version control, added peer review and automation, then invested in our team. At the end, our team was able to execute fully-automated, zero-impact, business hours changes to DNS at-will and with confidence.

- Supercharged our puppet infrastructure to make our platform fully turnkey. Using The Foreman, mCollective, and VMWare's APIs, we were able to consistently provision, install, and deploy hosts into production rotation on-demand within 10 minutes.

- Led the team through a significant in-flight upgrade of 2 data centers, approximately 2000 hosts, from RedHat 6x to 7x with no customer impact and minimal impact to developer velocity.

<<<   Tech

VMWare ESXi
RedHat Linux 5/6
AWS
CDNetworks

Ruby
Python

Graphite
Statsd
Splunk

Gitlab

Percona
PostgreSQL

Puppet
The Foreman
Saltstack

Jekyll

Senior Consultant   2014-2016
Network Utility Force, Atlanta, Georgia

Leader of automation, management, and software development with a highly regarded and experienced team of network, wireless, and security architects. Clients included service providers, media companies, small and large enterprises, and higher education institutions.

- Worked with leading national carrier client to update their Chef tooling in their production and development environments.

- Built and refreshed environment for an international networking conference client. Using new software and systems I developed, a team of two people were able to manage the logistics of their non-profit organization, including collecting membership dues, member communications, elections, and benefits, and the programming and holding quarterly conferences around the United States.

<<<   Tech

RedHat Linux 5/6

Python
Django

Github

MySQL

Puppet
Chef

GNU Mailman
OpenLDAP

😍.gitadore

Python 3 • golang • Vue.JS • C • Django • ELK • Mentorship • Prometheus • Objective C • macOS • Docker • Puppet • Postgres • Sysadmins • MySQL • Grafana • Linux • Electron • HTML+CSS • Google Cloud • Bugsnag • Datadog • Designers • gRPC • Documentation • Visual Studio Code • Raspberry Pi • ESP 8266

Things I Enjoy Working With

Tech >>>

Ubuntu Linux
Google Cloud Platform
Amazon Web Services

Python
Objective C
Swift

Vue.js
BackboneJS
Ionic
Django

Github
Github Actions

PostgreSQL
MySQL

Tech >>>

Hosted RedHat Linux 5/6
Windows 2000 Server
OpenShift

Python
Django
Backbone

Github
Gerrit
Jenkins

Owner and Principal   2011-∞
Venture Cranial, Atlanta, Georgia

I learned from my work at MindSpring how immeasurably helpful an engineer who can see the big picture can be to an early-stage business. A little elbow grease and some ingenuity can go a long way to solve meaningful problems that stand in the way of success. After being asked by friends and coworkers to help, I formed my own small business dedicated to helping people navigate early technology challenges and develop prototype products.

- The networking conference client transitioned to my business for 3rd and subsequent phases as we integrated with 3rd party products for scheduling, voting, and payments and added additional features for mobile, calendaring and conference steering.

- Developed mobile language learning game assisting children with learning or language challenges. Using the early prototype, the client applied for and received a Federal grant to deploy a pilot program using iPads at a DC school system, They received valuable feedback which guided refinement work such as integrating early beacon technology into Ionic to enabled automatic context switching based on location (e.g. "math class" vs "art class" vs "lunch"). Finally, I proudly "graduated the company" by helping to interview and successfully transition my work to their first full-time engineer.

- Inspired by nostalgia, I brought the charm and delight of my parents' 1970s Lumitime C-33 alarm clock into the new millennium. I designed, wrote and published an iPhone version of the iconic clock, offering additional animations and color choices over the original. (illumitime.com)

Principal Engineer   2012-2014
WiserTogether, Washington, D.C (100% Remote)

As a principal engineer at a DC health startup, I worked for the CTO in support of the data scientist and VP of Product as a full-stack developer. As a healthcare information application sold to large companies (e.g. GE, Corning, Walgreens) to offer as part of their benefits packages, the product combined data from insurance companies, health surveys, and user profiles to offer recommendations and guidance around complex health topics such as pregnancies, heart, lung and endocrine issues, and drug efficacy.

- Worked closely with CTO, data scientist, and Director of Technology to align and develop the technology, processes, and security operating at the heart of the company. Evaluated hosting vendors for suitability for support, scale, and HIPAA-compliance.

- Responsible for crafting and surfacing the technology stack focused on combining multi-variate survey data covering conditions, treatments, and outcomes with personal health data, experience, costs and risk profiles and provide that data in a consistent and performant way via contracted APIs.

- Supported Sales team to provide evidence of HIPAA-compliance and auditing results and worked with clients to establish and provide necessary training around proper handling, transfer and ingestion of employee health data.

- Assumed responsibility for deployments and general operations to allow developers to focus more on product development and less on operations and escalations from the business. Interviewed and trained QA engineer to serve as as secondary operations engineer.

- Organized fulfillment and provisioning of employee tech (computers, displays, VoIP phone, AAA) and hired full-time employee to assume daily responsibilities.

Head Geek   1996-2012
MindSpring, Inc., Atlanta, Georgia

Director, Internal Applications
MindSpring, Atlanta, Georgia

Staff Software Engineer
EarthLink, Atlanta, Georgia

16-year career with national internet service provider based in Atlanta spanning highly dynamic periods of business growth and decline. I worked regularly with local, remote, and outsourced personnel building broad technical and management experience walking systems from concept » development » production » KTLO » decommission or outsourcing.

- Hired to support the NOC, my role expanded in scope and responsibility over time to Team Lead to Manager to Director with budget responsibility for 25-FTE department of 4 teams across 2 cities building and running systems and applications saving our business millions of dollars and countless person hours.

- Our issue tracker tracked work across all of Engineering, the network and service monitoring saved $1M-$2M in yearly vendor licensing, our capacity planning usually kept us ahead of growth, DNS management made our constant network expansions safer and faster, and passive infrastructure backup tooling prevented 2 nationwide "hard reset tours". We also ran the corporate intranet, deployed a corporate collaborative suite with custom company directory and provisioning, implemented two time management solutions and ran the HRIS and payroll system.

- I changed from Director of Internal Application Development to Staff Engineer on product teams supporting customer-facing products in 2004. Created log indexing system serving 5000 support agents around the world with interactive searches of 100s of millions of logs per day, managed web hosting infrastructure and control panel for tens of thousands of hosting customers, web mail portal in daily use by millions of customers, and integrated voice services from acquired telco.

- Many of the systems I built and maintained, including my very first which managed our IP space and DNS, remained in production until the mid-2010s, with some still in production to this day.

<<<   Moar Tech

MySQL
Solr
Elastic Search
Datastax
Active Directory

Splunk
Puppet

<<< Tech

RedHat Linux
Solaris
Network Appliance

PHP
Python
C / C++
Java

Apache / Apache Tomcat

Netcool Omnibus
Nervecenter
SNMP

MySQL
Oracle RAQ
OpenLDAP
Netscape Directory Server

ADP HRizon

Homemade bread and jam
Knockoff Doubletree Cookies

Principal Technologist   **1995-1996**
NetAmerica, Bowling Green, Kentucky
  Reported to partners of regional ISP startup in Bowling Green and Owensboro. Company acquired by
  MindSpring in 1996.

  - Managed DEC Alpha OSF/1 servers and modem backplanes for two POPs, including all hosted
    applications (pop3, smtp, usenet, kerberos, and http), served as highest level of escalation for
    support agents, wrote Macintosh dialer client for platform.

  - When the company was sold, I became the first employee selected to transition to MindSpring as
    part of an acquisition.

VAX Operator and Webmaster   **1993-1995**
Western Kentucky University, Bowling Green, Kentucky
  University system VAX Operator, Microcomputer Support Specialist and first campus Webmaster.

  - Operator for multi-node VAX/VMS cluster as the University rolled out 100 megabit fibre across
    campus to dorms, faculty offices, and student centers. Wrote many kernel-privileged applications for
    managing services and print queues, supported faculty and staff as they each received a first PC/
    Mac.

  - Hosted first [wku.edu](wku.edu) web server on Slackware Linux on my desktop PC, collected and built clickable
    campus adventure tour and maintained mac.archive mirror.

.EDU

Western Kentucky University, Bowling Green, Kentucky - BS in Computer Science, 1990

SAIR Linux GNU Certification (#563871) - Linux Certified Administrator, 2001; Linux Certified Professional,
2001

Council for Service Management Education (#54044) - Foundation Certificate in IT Service Management
(ITIL, itSMF), 2004

.ORG

Apple Developer Program
International Association of Privacy Professionals
Python Software Foundation
Electronic Frontier Foundation
Association for Computing Machinery
Greater Athens Area Software Developers
National Brittany Rescue and Adoption Network

/etc

References are available upon request.

I enjoy 70s funk, soul, and disco 45s — an analog, pre-iPod method of music playback in which pressed nylon
discs are physically spun under a needle at 45 revolutions per minute. The vibrating needle produces a signal
which, when amplified, creates a smooth, mellow groove. I also enjoy playing the keyboard and making my
Theremin wail.

I live, work, and zoom (!!) with many Brittanys — an old tiny huntress, one obsessed with bugs and reflections,
and a grumpy one who chews up every cardboard box we don't immediately recycle. My dogs, wife, and I
evaluate, foster, and rehabilitate Brittanys rescued by the National Brittany Rescue and Adoption Network so
that they can be placed in a permanent, loving family home.