Phillip Pollard

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PROFESSIONAL SUMMARY

10+ years of diverse background in Systems Administration, Automation, Software Development, Configuration Management, and DevOps Systems Management. Preferred focus is helping organizations mature as they grow.

TECHNICAL SKILLS

- ***Platform OS:*** Linux (Ubuntu/Debian, CentOs/Rocky/RedHat, Manjaro, Mint, Mandriva, LFS, SuSE, Yellow Dog, Slackware, etc), MacOs (6-14.4), Solaris (2.6-2.8) (Familiar: HP/UX, Vax/VMS)
- ***Virtualization:*** VMware ESXi (VCP and as professional services), OpenStack, Terraform, Docker
- ***Cloud:*** Amazon – EC2, EBS, Route 53, RDS, IAM, etc
- ***Storage Systems:*** Pure, Netapp, Compellent, Onstor, LSI
- ***Databases:*** MySQL, Postgres, Sybase, Oracle, MsSQL (Familiar: NoSQL, redis, BDB)
- ***Programming Languages:*** Python (2.7-3.x, Flask, SQLAlchemy, etc), Perl (CPAN author), Shell Scripting (bash, zsh), SQL, PowerShell (Familiar: Java, C, HTML, Javascript)
- ***Source Control:*** git, github (hosted and direct), gerrit, cvs, svn, rcs
- ***CI/CM/Infra. as Code:*** Jenkins, Puppet, Chef, Terraform, Kickstart, Runbook, RPM
- ***Monitoring:*** nagios, grafana, datadog, MRTG
- ***General unix/linux administration:*** ssh, httpd (apache, nginx), sendmail, postfix, dovecot, named, (s)ftp, nfs, ssl certificates, JIRA, access controls, configuration, etc

EXPERIENCE

Elastic Search | San Francisco, CA
Senior Support Engineer   **July 2024 – Present**

- Providing high-touch support on Elastic products, with a focus on ElasticSearch Service & Swiftype.
- Handling multiple concurrent cases with varied SLAs and deadlines for national and international customers.
- Debugging cloud (Azure, GCP & Amazon) and on-site infrastructure. Assisting in data recoveries.
- Part of an internationally-diverse remote team.

REP Tech | Wooster, OH
Senior Consulting Engineer   **May 2023 – June 2024**

- Consultant with a focus in automation, virtualization, and infrastructure maturity
- Responding to RFPs and scoping SoWs for multiple engineers.
- Technologies used include: AWS, Terraform, Python, docker

Pure Storage | Mountain View, CA
MTS5 (Senior Staff Engineer)   **Mar 2014 – May 2023**

- DevOps engineer for Pure infrastructure from pre-IPO to multi-billion dollar organization.
- Grew from a "startup closet" to multiple-geographic datacenters and cloud installations, representing hundreds of physical systems and over 10k Vms. Managed multiple site migrations.
- Moved from "hand curated" infrastructure to automated and monitored. Vastly improved testing uptimes.
- Initial area of focus was array log reception and searching tools for developers and support.
- Created and led development on a self-service system (SPOG) to allow engineers to automatically provision virtual resources across VMware, multiple open-stack deployments and AWS. (Hybrid cloud interface)

• Assumed product ownership and lead development of a system to control package automation and deployment via decentralized puppet.
   • This also included managing access controls, ownership and inventory tracking, as well as IP management.
   • Scale of system controls was approximately 10k active systems, 8m requests / 10gb a day.
   • Deployment automation reduced related errors by a factor of 15.
   • This included guiding changes in the puppet modules with approximately 50 active developer/contributors.
   • Said system was used both for manual changes in a UI as well as automation via API.
   • Implemented first regular SCRUM within Infrastructure Shared Services. Roles of scrum master and product owners were rotated through members of the team.
   • Proved to core development that VMware overcommit was viable with testing of virtualized storage arrays, representing a significant capital savings for the company.
   • Managed initial company cloud infrastructure in AWS.
   • Helped implement and design infosec processes, participated in incident responses.
   • Participated in product planning, requirements gathering, team budgeting, compensation reviews, managed projects, and reported to executive team. As area lead, was often participating in cross-team coordination
   • General system administration tasks ran the full gamut of startup through mature organizational needs: DNS, hardware diagnosis and migrations, datacenter design, linux and Pure Os, source control management, network design, monitoring, incident response, security, account controls, etc.

Kovarus | San Ramon, CA
Senior Development Consultant   **Mar 2013 – Mar 2014**

   • Professional Services consultant with a focus on automation.
   • Primary team resource for development consulting and continuous integration projects. (DevOps)
   • Tasks included SDLC products such as: Chef, Puppet, Jenkins, Cobbler, Kickstart, Runbook, Jira, etc.
   • Tasks include pre-sales: Requirements gathering, calculate level of effort, and author statements of work.
   • Developed internal tools for automation and proposal processes. Example: UCS "as-built" doc generator.
   • Clients: Macy's, RMS, StubHub, Align technologies

TSS Link | San Jose, CA   (Formerly: nPivot Professional Services)
Program Director, Virtualization Solutions   **Mar 2012 – Mar 2013**

   • Co-managed the Virtualization team as well as general consulting duties.
   • Management duties included: Respond to RFPs, calculate level of effort, and author statements of work, coordinate resources and mentor personnel, direct interaction with VARs and customers as necessary.
   • Handled escalations as necessary, including storage related issues.
   • Provided consultation focusing on virtualization, automation, Linux, and programming technologies.
   • Developed internal tools for automation and proposal processes. Example: Automated level-of-effort calculation tool that sped proposal times, increased successful bids, improved bid accuracy.
   • Clients: Charles Schwab, One Legal, Intuit, Silicon Valley Bank, IAS, Service Source

EDUCATION

B.S. in Media Arts & Design • James Madison University

Certifications: VMware Certified Professional (VCP #72212), Scrum Alliance Certified ScrumMaster (747082),
Google Cybersecurity Certificate, AWS Certified Cloud Practitioner (Reg #469454772),
DoD Collateral Secret and SCI Top Secret clearances: lapsed.

Earlier employment history can be reviewed at: https://www.linkedin.com/in/ppollard/
Github: https://github.com/bennie
CPAN modules: https://metacpan.org/author/BENNIE
Etc: https://www.crescendo.net/