
Harper Mann

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Professional Summary

Experienced Operations Engineer brings 25 years of practice in DevOps, Agile, Continuous Integration and Continuous Deployment to innovative software and operations solutions that drive revenue and bridge technology within IT operations. Direct experience with a diverse spectrum of Open Source and proprietary technologies and strong context in overall infrastructure and development trends shaping the direction of the IT industry.

Core Qualifications

Technical: network, systems and security, continuous integration, monitoring, information and systems architecture, systems management, software deployment, dev and build environments, reporting design, programming (C, PHP, Perl, Python, BASH shell scripting), Linux and Unix systems administration, UI design, configuration management, build systems, and automated software testing in both cloud and physical data centers.

Product Management: product requirements, market and competitive analysis, white-papers, presentations and demos.

Professional Services: needs analysis, proposals, solution design, project management.

Technical Expertise

Hardware: Apple, Intel PCs, SPARC, Apple, RAID, StorageWorks, RISC, SAN, NAS, Console Servers, Cisco, Juniper, Wireless, PXE

Operating Systems: Linux, iOS / OS X, BSD, Windows, Solaris

Languages: PHP, C, C++, Perl, Scripting, CVS, subversion, expect, TCL

CM Tools: Puppet, Cfengine, Monit

Protocols: SNMP, NetFlow, RMON, HTML

Networks: Cisco IOS

Databases: Aurora / RDS, Oracle, MySQL

Applications: AWS EC2, RDS / Aurora, Zenoss, Nagios, Cacti, NeDI, NTOP, Ganglia, Apache, MRTG, Net-SNMP, Unicenter, OpenView, Legato, NetBackup, X11-Windows, HP Service Desk, Solar Wind, APT, YUM, RPM, LDAP, DNS, VMWare, Xen, Windows, Tomcat, Splunk, OCS Inventory, Cfengine, Puppet, JIRA, Confluence, Stash, Fisheye – Crucible, HipChat, Crowd, Jenkins, RT, NfSen, Weathermap, syslog-ng, event log, RRDTOol, reporting tools

Experience

Alexa Internet – San Francisco CA

2013 - Current

Operations Engineer

Member of the IT Operations staff implementing and supporting development and deployment environments for 400 AWS EC2 hosts comprising Alexa's web site.

- Operations engineering including release deployment, tools creation and maintenance, monitoring, problem determination and fix. Improved release and production systems in close collaboration with the Alexa development team.
- Designed, integrated, and customized Atlassian JIRA, Confluence, Fisheye – Crucible, Stash and HipChat hosts with Agile and Customer Support modules integrated with Alexa's Agile design, build and deploy systems and methods.
- Designed and implemented a complete systems monitoring solution based on Zenoss. Converted two Nagios systems
- Designed and implemented a resilient VMWare system hosting 20 development VMs and office hosts like Email and LDAP.
- Converted and moved VM hosts to EC2. Supported software engineers with Linux development and build issues
- Updated yum repos, moved them to S3, and maintained the Alexa code deployment system built from Python.
- Supported various office and development support systems including routers, switches, wireless, Linux, Windows, Macs, Email, DNS, DHCP, LDAP, PIX VPC and Firewall over the local office and an EC2 VPC. Managed Hardware and software.
- Participated in a project to update Alexa's build and release system from Perforce and Cfengine to git and puppet and Jenkins. Wrote and debugged puppet manifests for various host-classes.
- Created secure instantiations of various AWS services to support production needs including VPC, RDS and Aurora.
- Designed and implemented a Zenoss based monitoring system to replace Nagios. Automated host setup and delete.
- Updated an extensive Ganglia monitoring system, integrated it with Zenoss, and added custom and JMX metrics collection.
- Wrote Python, Bash, and perl plugins for Zenoss. Maintained Python code in Alexa's deployment system.

Usenix – Berkeley CA**2011 – 2013***Senior System Administrator*

Managed a team of two system administrators supporting Usenix's in-office systems on BSD including file servers, Email, firewall, networking, HotCRP, Asterisk, Apple, backups, web servers and databases.

- Converted local sendmail Email to gmail and moved MX to gmail. Moved DNS into the cloud (EasyDNS)
- Created backups to new Amazon Glacier
- Updated HotCRP to newest version and moved all papers to a new host.
- Set up Wordpress instances. Updated Asterisk system to current version.
- Updated Mailman system to latest version and a new host.
- Built NAS from FreeNAS and set up BackupPC.
- Implemented VMWare and moved hosts with Physical to Virtual

Cisco Systems – San Jose, CA**2008 - 2013***Engineer - Systems*

Recruited as a system administrator to the internal WebEx Social team at Cisco to implement the collaboration platform that became the primary desktop for all Cisco employees.

- Systems Administrator on Cisco's internal implementation of WebEx Social, Cisco's premier enterprise collaboration platform.
- Administered Tomcat, OpenFire, MessageQ, Oracle, WebSphere, MongoDB, Puppet, Monit, and other technologies
- Built and maintained a 35 ESXi host VMWare lab running more than 250 virtual machines. Configured Catalyst 6505 switches
- Built opensource NAS storage on FreeNAS and Cisco UCS that supported a lab for WebEx Social sandboxes for engineers
- Wrote scripts to alleviate admin work including a URL tester for WSRP Producers, RPM build scripts and a webapp to create API tokens as part of DevOps.
- Successfully bridged various technical groups within Cisco for services that supported WebEx Social. Examples include the mobile client team, the BU, the Documentum team, CUCM, Video Team, and Project Management and the Oracle team.
- Set up Zenoss and Nagios monitoring on production systems and created alerting so issues were properly managed.

Coyote Creek Consulting – Milpitas, CA**2008 - 2013***Director, Technical Services*

Manager of a team of Linux system administrators providing technical services to Cisco Systems WebEx Social and JIRA projects and Confluence and JIRA project work at other clients.

- Senior Systems Administrator at Cisco Systems
- Member of senior staff at Coyote Creek involved in company planning, direction, and product development.
- Managed a successful team of 5 Linux engineers on various projects, and at Cisco Systems
- Teamed with Sales on pre-sales calls and architected custom Linux solutions for Coyote Creek customers
- Recruited new Coyote Creek team members and developed their capabilities for new projects.

Splunk, Inc – San Francisco, CA**2008 - 2008***Senior Product Manager*

Selected to create Splunk availability applications which are configurations and code that implement new capabilities within Splunk's IT search engine product. Worked with all levels of the company to create products, training, demos and support.

- Created Configuration Management, JIRA issue system, network and Citrix XenServer applications
- Created and documented demonstration scripts
- Successfully implemented a 4 VM demonstration system on the Amazon Elastic Computing Cloud (EC2)
- Successfully implemented a Citrix XenServer demo on two Xen hosts which ran 8 VMs running J2EE web services.
- Created documentation, triaged enhancement requests, conducted training and supported trade shows as product manager

Groundwork Open Source – San Francisco, CA**2005 - 2008***Senior Member, Technical Staff*

Recruited as one of the original employees of Groundwork for demonstrated technical expertise and proven project management skills to direct company efforts to create and deploy Open Source systems and network monitoring solutions. Groundwork grew from a VC funded start-up to revenues in excess of \$5 million per year.

- Created the inaugural Groundwork customer monitoring solutions based on Nagios.
- Author of Infoworld IT Troubleshooter blog commenting on the IT world, Open Source and systems and network monitoring.
- Fixed numerous bugs in the Nagios Plugins project as a project engineer on SourceForge.
- Engineered packaging of Groundwork products.
- Created new Groundwork NMS product with 4 Open Source projects, Cacti, NeDI, NTOP and Weathermap. Groundwork sold half a million dollars of the NMS product in the first 3 months of release.
- Successfully implemented the GW NMS product at the first 10 customer sites including user training.
- Provided 3rd level support to professional services and support fixing customer incidents and problems as engineer of last resort.

- Wrote competitive analysis papers for Marketing comparing commercial and open source products to Groundwork Monitor.
- Participated in broad product planning activities and provided strong leadership in product direction.
- Assisted Sales as a Sales Engineer, creating designs and implementing demos, running on and off-site demos and pilots, and successfully landing projects worth hundreds of thousands of dollars.
- Wrote scripts integrating various systems with Groundwork including NfSen, NTOP, syslog-ng, and Ganglia.
- Created a custom reporting system for an enterprise customer to support a Key Performance Indicator project.
- Mentored project engineers on IT system administration and open source projects like Apache and Nagios.
- Set up initial QA testing process and trained the first QA engineer.

E-Loan – Dublin, CA

2002 – 2005

IT Systems Group Manager

Manager of a team of 9 system administrators responsible for networking, backup, file storage, security, load balancing, web servers, Oracle database, and installation and maintenance of Linux and Solaris production systems.

- Managed a budget of 2 million dollars, negotiated purchase of products and services from ISPs, Oracle, EMC, Dell, and other software and hardware vendors.
- Hired new staff members.
- Designed and implemented processes and procedures, including incident reporting, which increased reliability and uptime.
- Provisioned a Nagios monitoring system, integrated with production systems, providing failure warnings prior to service outages.
- Designed and built a reliable server room with redundant power, cooling and networking systems.
- Created budget, backup, database, incident and technical capacity plans.
- Documented the network and production systems.

SiteROCK – Emeryville, CA

1999 – 2002

Director, Systems Engineering

Selected to develop the systems engineering department, including team development for 15 engineers, creation and implementation of departmental procedures and training to maximize service delivery to SiteROCK customers. SiteROCK provided 24/7 operations center support to customers including IT management, monitoring, configuration, and SLA management.

- Completed competitive market analysis and reviewed results with marketing and executive groups to define new products.
- Led start-up of corporate technical sales from initial calls through technical setup and go-live.
- Facilitated collaboration between Systems Engineer groups, IT and the Operations center.
- Personally implemented the first 20 customers at SiteROCK.
- Created original operations center procedures for setup of customers, testing, productions turn-overs, shift setup, change management, and incident handling.
- Needs analysis, design, implementation and project management of centralized help desk ticket processing and monitoring tool integration in the operations center.

Computer Associates – Alameda, CA

1997 – 1999

Senior Systems Engineer

Chosen to manage the “Virtual Enterprise” demonstration room for pre-sales client demos of the Unicenter TNG family of enterprise IT management software. Developed business process solutions and demos banking, manufacturing, MIS, security, ERP, eBusiness, healthcare, telcos, power company, government, retail, and ISP vertical market customers.

- Used technical expertise to delivered high-impact presentations to clients, highlighting technical solutions and driving corporate sales to multiples of million dollars.
- Developed and directed on-site customer trials and pilots.
- Key leader of a “Red Team” providing advanced support to assist failing customers, converting all to reference-able customers.
- Lead engineer for a SWAT team at Ross Stores, leading a recovery mission for a failed Unicenter TNG installation; architected a custom solution providing scheduled download of store receipts to Tandem systems. Designed and deployed ArcServe backups.
- Selected as Systems Engineer for a Sun Microsystems project deploying Unicenter solution embedded in a Sun service product to monitor enterprise 10000 servers; solutions included agent monitoring over NAT, fail-over to geographically diverse locations web interface to TNG, integration of Unicenter security with Sun security, SYMON integration, customized TNG correlation engine and scheduling and help desk integration.

iPass Alliance – Mountain View, CA

1997

Director, Technical Alliances

Responsible for integrating the iPass network with partner companies' systems such as RAS, VPN, ERP, web site, Internet FAX, Firewall, Internet messaging, Internet billing and customer tracking systems to facility customer ISP roaming.

- Identified potential partnerships and made initial calls to start the relationships.
- Set up pilot solutions with partners and wrote white-papers describing the solutions.
- Worked with technical and marketing teams to manage technical relations with partners.
- Designed and wrote C code on the iPass network system including authentication code, integration with Livingston Portmaster,

Cisco access routers, NT RAS, Portal and Funk Software RADIUS servers.

CyberCash – Redwood City, CA

1995 – 1997

Director, Sales Engineering

Challenged by pioneer Internet company specializing in electronic commerce payment solutions enabling secure credit card transactions over the Internet.

- Assembled, managed, and trained a systems engineer group of seven to provide pre and post-sales engineering to customers.
- Gather marketing and product data and made presentations of the results to CyberCash executives.
- Designed and implemented payment solutions for initial 20 customers in a wide range of businesses including publishing, musical instruments, wine, web store front ISPs, and photography web sites.

Legato Systems – Palo Alto, CA

1992 – 1995

Member, Technical Staff, Technical Lead

Chosen to lead a team of five engineers in development of SNMP, Oracle Database backup, Tape library, device driver and media database software for company providing advanced enterprise storage management software. Scope of responsibility included design and implementation of GUIs for Legato NetWorker backup product.

- Developed software on Solaris systems and ported it to HPUX, OSF1, DYNIX, AIX, IRIX, SCO and UNIXWare.
- Create automated tests using Expect, TCL/TK, and Ration GUI testing product.
- Ran Beta releases of Legato NetWorker with 30 customers providing direct technical support.
- Designed and wrote the GUIs written in C and using the X windows libraries and Motif for NetWorker.
- GUIs were dynamically configured according to a database schema.
- Added color capabilities to the interfaces with libxpm.
- Successfully designed implemented the MIB for NetWorker integration with SNMP tools like SunTools and OpenView.
- Successfully combined Motif and SunView interfaces into one library which reduced the code count by half.

Mips Computer Systems – Sunnyvale, CA

1989 – 1992

Member, Technical Staff

Responsible engineer for X Windows toolkit and Motif for one of the original RISC computer manufacturers. Ported the C development libraries for X Windows to the MIPS hardware and compilers.

- Designed and implemented custom widgets for Postscript, C code analyzer, CD-ROM audio, C debugger and X compiler X windows clients on the MIPS RISC platforms.
- Contributed bug fixes back to the X consortium.
- Functioned as liaison between QA, compiler, IT, chip design, professional services and support groups.

Hewlett-Packard – Santa Clara, CA

1988 – 1989

Technical Marketing Engineer

Managed technical relationships with business partners.

- Wrote demonstration programs for partner demos with X Windows GUI and hardware drivers for industrial automation software.
- Sales Engineer for partner sales efforts, traveled to customer sites, managed presentations and troubleshoot problems.
- Participated in trade shows and other industry events.

ESL – Sunnyvale, CA

1982 – 1988

Member, Technical Staff

Wrote UI, hardware control, system test, and backup software for image processing projects for a company that created custom intelligence data analysis systems for the Federal government.

- Installed and tested systems and trained users at customer sites.
- System administrator on DEC VAX and Sun Unix servers.
- Wrote GUIs in SunTools, device drivers and other utilities in C and FORTRAN on VAX and UNIX systems.

Interests

twin daughters, cycling, hiking, meditation, yoga, astronomy, architecture, outdoors, books, computers, software

Education

Lane Community College

Eugene, Oregon

Associate of Science in Flight Technology

University of Oregon

Eugene, Oregon

Physics and Mathematics

Portland State University

Portland, Oregon

Scholar's Program

IT Infrastructure Library Certified
Airline Transport Pilot