

sungo - Resume

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About Me

I am an ops generalist with over 20 years of industry experience, ranging from small environments with a handful of servers to large scale systems involving thousands of servers. For most of my career, I've been a member of front-line operations teams, dealing with production deployments, automation, and outages. A particular passion of mine has been automating production environments as much as possible, allowing the humans involved to focus on higher level requirements.

Of late, I've spent my days developing Go/golang based server applications and client tooling for systems automation and asset management. I am most at home in backend systems and I find joy in bringing old code bases up to modern standards, making them sustainable and stable.

I also have significant experience with software/systems architecture and design, including gathering stakeholder requirements, writing requirements documents, and carrying them through implementation and production deployment.

I am only interested in staff+ remote-only positions.

I am not interested in management roles.

Recent Employment History

Sabbatical

November 2023 - Present

Fastly

June 2023 - November 2023

DigitalOcean, LLC

October 2019 - February 2023

At DigitalOcean, my primary role was to architect, lead, and implement the collection of telemetry from every server and every infrastructure instance/droplet in the DigitalOcean fleet. This data was made available to internal customers via REST, GraphQL, and gRPC APIs, as well as command-line tooling, and was used to drive outage detection, operational maintenance, and business reporting. Collection was performed using custom onboard software on every

server in the fleet, as well as a global Redfish collector system. The data was then propagated across global highly available gRPC links and internal caching layers and ultimately stored in a SQL database. This project was implemented in Go/Golang, backed by MySQL 5.7, and deployed to a Kubernetes-like system.

My role as project/team lead also entailed requirements gathering and stakeholder management across the company, as well as mentoring and training members of the team.

- **Senior Infrastructure Engineer I** - 2019-2021
 - **Senior Engineer II** - 2021-2023
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Joyent, Inc

October 2017 - September 2019

Validating datacenter builds with Perl and Go

Conch

- Repository: <https://git.sr.ht/~sungo/conch-api>
- JSON API server written in Perl, backed by PostgreSQL

Conch Shell

- Repository: <https://git.sr.ht/~sungo/conch-shell>
- Repository: <https://git.sr.ht/~sungo/kosh>
- Command line application, written in Go, for accessing and automating Conch API actions

General Systems Administration

- Ansible
- Docker, including Docker Swarm
- PostgreSQL server administration
- Ubuntu 18.04 LTS

Primary Technologies

- Go
- Perl

- PostgreSQL
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Neustar, Inc

July 2017 - October 2017

Time Warner Cable

Mar 2010 - May 2017

Software engineering, architecture, and design for systems automation and monitoring for video-on-demand backend systems, including requirements gathering, detailed design specifications, and stakeholder communication.

Extensive on-call responsibilities, including incident management and authorship of post-mortem analyses.

Architecture / Engineering

- Architected and led the implementation of IP-based live video distribution for the TWCTV iPad app, versions 1 and 2. *The application was subsequently awarded an Emmy Engineering Certificate*
- Architected and implemented automation for video-on-demand content intake, transcoding, and distribution. This self-healing system handled over a thousand TV shows, movies, and advertisements daily with little to no human intervention
- Architected and implemented automation for content metadata (title, description, ratings, artwork, etc) improvement

Software Development

- Workflow and systems automation using Ruby
- Monitoring and data management UIs (including real-time interfaces with WebSockets) using Ruby, Javascript, MongoDB, and PostgreSQL
- Monitoring UIs in Splunk

Primary Technologies

- Ruby
 - MongoDB
 - PostgreSQL
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Previous Employers

- **YouPorn / Midstream Media** - May 2009 - Feb 2010

- **Singlesnet, Inc / The Hive** - Dec 2007 - Mar 2009
 - **America Online** - Feb 2003 - Oct 2007
 - **Databuilt, Inc** - Dec 2001 - Feb 2003
 - **The Creative Group** - May 2000 - Dec 2001
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Education

- **Bachelor's Degree** - 1996 - 2000