# Cameron King

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## Summary

I am a "jack of all trades" with 19 years of combined experience in development, professional services, server engineering/SRE, and leadership. My career focus has been on developing and training teams to support large, high-performance, and scalable infrastructures.

## Experience

### Principal Site Reliability Engineer

athenahealth

Mar 2020 - Present (11 months +)
* Focused on the design and implementation of high visibility projects
* Provided architectural oversight of new services and solutions
* Promoted code quality, automation practices, and reduction of tech debt
* Acted as subject matter expert and final escalation point for key infrastructure services
* Developed scripts, tools, and new solutions to solve long-standing issues

Special projects include:
* DNS - Developed a refreshed DNS infrastructure leveraging host-based networking over BGP, providing seamless failover with a minimal dependence on shared infrastructure. Introduced subdomain-level API key management integrated into the existing secrets and config management systems. Designed a geographically redundant multi-master database architecture and developed custom migration code to transition to the new architecture with minimal impact.
* Jump - Re-designed a jump service architecture which was heavily laden with technical debt and troublesome issues with degraded the user experience. Designed and implemented a scalable solution and custom tools which improve security, reduce areas of significant pain for engineers, improve granularity of access controls, and log escalated access much more comprehensively.

### Engineering Manager

athenahealth

Sep 2014 - Mar 2020 (5 years 7 months)
* Managed a team of experienced engineers and contractors using SRE and agile methodologies
* Passionately advocated for process improvements to improve team effectiveness
* Guided the team to develop supportable, technically sound solutions to challenging problems
* Coached team members towards engineering excellence
* Proactively fostered a positive working environment, and promoted trust and openness within the team
* Worked with stakeholders to identify ways to improve user experience on core infrastructure services, and to develop solutions to meet user needs within acceptable timeframes
* Engaged the team in bottom-up release planning to expose the work that provides the maximum value to the business, and determine the scope and projected manpower budget for each effort
* Coordinated with the audit team to provide evidence to satisfy SOX, HITRUST, HIPPA, and PCI audit requirements

Provided product direction and engineering supervision for Linux infrastructure products including:

* On-prem and remote DNS authoritative infrastructure
* Essential datacenter services, such as DNS resolvers, LDAP, monitoring, graphing, proxy, and logging
* Multi-vendor storage environment including multi-petabyte SAN and NAS solutions
* Configuration management using puppet and ansible and code deployment pipelines
* OS build, deployment, and patching
* Netscaler Load Balancing solutions

While at athenaHealth, I had the opportunity to manage the following excellent teams:

* Core Infrastructure SRE - maintains the performance, security, and stability of critical Linux infrastructure
* Object Storage as a Service - responsible for building an alternative on-premises medical document management platform using OpenStack
* Contract Migration Team - a sub-team of contractors focused on a series of migrations from one Domain/DNS platform to another
* Contract Build Team - a sub-team of contractors focused on OS build enhancements and replatforming to the next major Linux version

## Business Owner & Manager

eCommerce Consulting (ECC)

Jan 2010 - Dec 2015 (6 years)
* Managed a team of consultants and provided training and quality control
* Managed web hosting, including front end caching, CDN, and high-availability and scalability
* WordPress, Drupal, Node.js, and custom PHP application hosting
* Custom development of Symfony2 and Node.js applications
* Provided support fo Windows and Mac desktops
* Building and maintaining small and medium sized networks
* Advanced support of Debian, Ubuntu, CentOS, RedHat, and Gentoo servers
* Linux Application Support, including Apache, MySQL, Memcached, Oracle Linux Clustering and Virtualization, and NFS.
* Professional services including software development
* Provided development support and programming resources

## Enterprise Systems Consultant

ZeroLag Communications, Inc.

Sep 2014 - Oct 2015 (1 year 2 months)
Provided enhanced support to enterprise customers, including:

* monitoring and alert management
* break/fix as needed
* live chat during peak periods
* datacenter on-site maintenance

## Manager, Linux Engineering

ZeroLag Communications, Inc.
May 2012 - Sep 2014 (2 years 5 months)
Guided the development of new products and services including:

* Enterprise support based on Debian/RHEL operating systems and puppet.
* Foreman web interface for config management and deployment.
* Load Testing and High performance PHP-based LAMP stack
* Professional Services relating to system administration and custom configs
* Standardized web cluster configuration including NFS backend

Developed new procedures and tools to improve Linux and Enterprise support:

* Built a custom dashboard to prioritize tickets by both priority and age, improving response times
* Implemented a "Request for Information" process to supplement ticket triage
* Improved provisioning speed and accuracy through rapid-deployment scripts
* Designed and implemented a objective QA system for support requests and projects

Managed the Linux Support Team, which is responsible for the following:

* Management of Debian(3-7), RHEL/CentOS(3-6) customer servers
* Support of the LAMP stack and assisting the customer with advanced requests
* LAMP stack optimization, performance troubleshooting, and tuning
* Magento and WordPress optimization
* Development of standards for Magento and WordPress.

Managed the Linux Enterprise Team, which is responsible for the following:

* Management of enterprise customers, including custom architecture and thorough documentation
* Professional services relating to system administration
* Development of standards for Linux-based products and services
* Config management, including puppet and foreman.

Managed the MySQL Team, which is responsible for the following:

* Standards for MySQL solutions
* Advanced MySQL support for general and enterprise Linux customers
* Maintaining MySQL databases on Linux servers

Managed the Linux Engineering Team, which is responsible for the following:

* Linux deployments and documentation around new installs
* Infrastructure development, especially around deployment


**System Consultant**

Excite Networks
2009 - 2012 (4 years)
* Provided off-hours support for Linux systems
* Supported an active web forum for developers and IT professionals

* Utilized Oracle Virtualization Manager and load balancers to provide a highly-available LAMP stack

## Sr. Linux Administrator

The Planet

Jul 2006 - Jul 2010 (4 years 1 month)
* Supported an infrastructure of over 20,000 Linux servers spanning 8 datacenters in 2 cities
* Managed projects for six months, including: milestones, work breakdown, documentation, scheduling, and reporting using MS Project Server
* Deployed, upgraded, maintained, and supported internal infrastructure running on Red Hat Enterprise Linux (releases 3-5)
* Managed a Red Hat Satellite Network for internal and customer use, including certificate management, package creation, and deployment
* Provided final-tier support of complex customer support issues and worked with vendors to identify and resolve bugs
* Maintained an in-house auto-provisioning system that relies on PXE and web API's to automatically move servers through the various stages of system deployment
* Managed multiple Evault InfoStage backup vaults each supporting thousands Windows and Linux clients
* Managed a NAS (vsftpd/samba) environment with over 7000 customer accounts and hundreds of simultaneous connections at any given time
* Managed NetApp 3020C and Dell PowerVault MD3000i SAN environments for internal infrastructure, including diskless Linux systems using HBAs for iSCSI boot
* Built a number of internal tools in Perl, Python, and Ruby improving system automation and supportent, especially around deployment and configuration management
* System automation and tools
* Created and maintained dashboards to identify and remediate trouble spots in the internal provisioning system

## Server Engineer

Selecta Corporation

May 2005 - Jul 2006 (1 year 3 months)
* Implemented a trouble ticket system to improve end-user satisfaction
* Implemented and provided content for knowledgebase system
* Performed training to employees on a wide variety of topics relating the business technology
* Built an Active Directory infrastructure and migrated 150 workstations and several remote devices to that infrastructure
* Managed Group Policies, Exchange server, SQL Server, and IIS deployed in a highly-available configuration.

## Software Development Consultant

Wilson-Bennett Technology, Inc.

May 2004 - Sep 2004 (5 months)
* Developed recruiting application with customized hiring workflows for multiple sites
* Developed phone-based survey software.
* Supported MSSQL databases, Windows Server 2003, and Windows XP.

### Freelance Web Developer

Synthesis Hosting

2003 - 2004 (2 years)

* Re-sold web hosting packages as "Synthesis Hosting"
* Provided content management and site development in PHP and C (CGI)

### Freelance IT Consultant

KingSki Computers

2001 - 2003 (3 years)

* Co-operated under the name "KingSki Computers"
* Built, supported, and repaired computers and networks for individuals and small businesses
* Supported Windows 95, 98, ME, 2000, XP
* Supported Office 95, 97, XP, 2000, 2003
* Performed data recovery on FAT32 filesystems
* eCommerce store setup
* Website design, setup, and maintenance

## Education

### University of Phoenix

Bachelor of Science in Business Administraton, Information Systems

2005 - 2009

The management courses at the University of Phoenix focus on real-world scenarios and encourage students to consider best practices and how to apply them. I found many of these topics coming to mind in my first few years in management.

Business & Information Systems courses are listed separately under the "Courses" section of my LinkedIn profile.

### Liberty Baptist Theological Seminary

Graduate Church Ministries and Pastoral Counseling

2009 - 2016

This program included both theoretical and supervised practical elements, including crisis counseling and solution-focused brief therapy. I have found this to be valuable in the workplace, and better prepares me to coach team members through difficult periods and to determine how to effect change in group dynamics.

Pastoral Counseling courses with applicability to the business environment are listed separately under the "Courses" section of my LinkedIn profile.

### Harding University

Youth Ministry and Computer Science

2003 - 2005

While at Harding, I worked on a number of software projects for fun and as a consultant. These projects were mostly in C and PHP, on Linux platforms. This improved my understanding of both the theory and application of software development practices.

Computer Science courses are listed separately under the "Courses" section of my LinkedIn profile.

## Licenses & Certifications

**Red Hat Certified Engineer** - Red Hat
Issued Jan 2007 - Expires Sep 2014
805010092649118

**Tripwire Certified Professional**

## Skills

Linux • Cloud Computing • Software Development • Virtualization • Data Center • High Availability • SAN • Linux System Administration • Project Management • Leadership