

RYAN A. ROSS

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Objective

To apply my years of Linux and programming experience at a company where I can grow and develop.

Skills Overview

Bachelor of Science degree in Computer Science and Engineering.

Bright, independent, hard worker. Quick learner, able to self-teach complex topics.

Knowledge and skills include:

- Technologies: Skilled in Linux, Kubernetes, Python, PHP, Terraform, Google Cloud Platform, Cloud Foundry, Jenkins, Artifactory, BASH, git, Docker, and much more
- Methodologies: Interest in staying at the forefront of DevOps, Continuous Integration and Delivery, GitOps and Information Security
- Excellent writing, documenting and diagramming skills

Certifications:

- Google Cloud Certified - Professional Cloud Architect - 26 Feb 2020
- Google Cloud Certified - Associate Cloud Engineer - 5 Feb 2020
- Juniper Networks Certified Associate 2015
- Puppet Certified Professional 2014

Experience

StubHub, Inc

March 2013 – Feb 2020

Senior DevOps Engineer

Platform Operations Team

San Francisco, CA

Jan 2018-Feb 2020

After training two replacement Puppet administrators, joined the new Platform Operations team with the goal of bringing StubHub into an on-prem “cloud” and Google Cloud Platform hybrid environment.

- First operations team to fully adopt Agile with daily standups and weekly planning ceremonies.
- Partnered with a Cloud Architect, laying the foundations for the transformation in GCP.
- Setup all PlatOps monitoring solutions using Thousand Eyes, Prometheus, Grafana, and Splunk.
- Automated every piece, nearly all aspects of the platform are controlled by YAML files and GitOps.
- Became subject matter expert on Kubernetes, rolling out full CICD system used by over 100 developers. Concourse backed by Vault, monitored by Prometheus with Grafana dashboards.

Systems Engineer

Tools and Automation Team

San Francisco, CA

May 2014-Jan 2018

As the primary Puppet administrator at StubHub I was tasked with facilitating automation at the company in all environments. I was responsible for over 10,000 separate CentOS/RHEL nodes and assisted in ushering new systems automation projects from Development to Production.

- Received promotion within 6 months after resolving more than 200 backlogged tickets
- Migrated Puppet codebase from Perforce to Git, re-writing much of the tooling.
- Created simple PHP, Python and Bash frontends to make life for Puppet contributors easier.
- Created web interfaces to allow the NOC to control simple Puppet actions without CLI.

StubHub experience continued on Page 2

Systems Administrator

- Project Operations Team San Francisco, CA March 2013-May 2014
- Provided 24/7 operational support for Zvents.com, a white-label events website for around 400 newspapers in the US averaging 700,000 pageviews daily. Other duties include: releasing production code to stubhub.com, building out new Zvents development environments, supporting Big Data (Hadoop) and Apache Solr projects within Stubhub. Pushed automation tools at every opportunity.
- With zero turnover documentation and no current system administrators, reverse engineered the entire website to maintain 99.95%+ uptime.
 - Built a new email and pager alerting system from scratch with Zenoss, earning first spot award.
 - Created a web frontend for deployments to allow the NOC to handle release work.
 - Worked closely with developers on a new node.js frontend
 - Puppetized environment and setup continuous deployment systems using Jenkins, Git and Capistrano. This work earned another spot award.
 - “Ryan has tackled every issue that’s come before him, not only resolving, but improving things along the way, and still strives to make things better every day” – 2013 Performance Review.

Independent Travel

Oct 2011 – Dec 2012

- Voluntarily left employer to fulfill goal of traveling Central and South America independently.

University of California, Santa Barbara

Feb 2006 – Sept 2011

Application Programmer

- Letters and Science Information Technology Santa Barbara, CA Sept 2007 – Sept 2011
- Responsible for the implementation, optimization and maintenance of new programs (MySQL, PHP, Perl, Python, JavaScript, HTML, AJAX, and XML). Revised and debugged existing applications and scripts to accommodate changing requirements.
- Created web interface in PHP for the creation, migration and management of virtual machines used as servers for the university.
 - Developed modules for internal database tools in PHP, AJAX and Perl

Linux System Administrator

- Electrical and Computer Engineering Dept. Santa Barbara, CA Feb 2006 – Aug 2007
- Responsibilities included planning, managing and supporting Linux and Sun server and client computer systems related to department research, instruction and administrative activities. Independently designed and created internal scripts and applications. Developed, tested and implemented disaster recovery plans with disk and tape backups. Coordinated troubleshooting and support with vendors.

Various volunteer, internships and paid part-time work done from 2003 until University graduation in December 2005.

Education

University of California, Davis, CA
Graduation in December 2005 with 192 units
B.S. in Computer Science and Engineering with Minor in Economics

Montgomery High School Santa Rosa, CA
Graduated with honors, 2001

Santa Rosa Junior College Santa Rosa, CA
10 units of computer programming and Unix administration while attending high school