

Andrew Thompson

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Driven Software Engineer exploring new opportunities. Strong leader with exceptional analytical and problem solving skills with the ability to work under pressure. Innovative thinker with strengths in Elasticsearch and Ruby.

Skills

- Operating Systems: Linux (CentOS, Ubuntu)
- Monitoring Tools: DataDog
- Ticketing Systems: Jira
- Application Software: Microsoft Office 2010/2013 suite, Apache HTTP Server, Nginx, HAProxy, Puppet, Chef, Jenkins, Git, Elasticsearch, Cassandra, Kafka, Zookeeper, RabbitMQ, Vagrant
- Programming/Scripting Languages: Ruby, Python, bash

Experience

Rapid7, Inc., Cambridge, MA

Leading provider of security data and analytics solutions that enable organizations to implement an active, analytics-driven approach to cyber security

Lead Software Engineer - January 2015 - Present

- Manage a team of 3 engineers with the goal to help all engineers move fast, keep the platform secure, and to lower costs
- Manage all AWS resources that make up the core persistence and queuing services (RabbitMQ, Cassandra, Elasticsearch)
- Steward all automation efforts, providing guidance, and reviewing code for all internal teams
- Maintain, monitor, and scale over 12 Elasticsearch clusters that hold over 30TB of data
- Maintain a tool called elasticsearch-drain to help roll out new Elasticsearch servers into our clusters
- Assist in the development of Convection: an “infrastructure as code” wrapper around AWS Cloudformation with some extra bells
- Deploy monitoring for all Elasticsearch clusters to indicate when the cluster needs to be scaled
- Advise teams on Elasticsearch best practices, review architecture plans, make suggestions on architecture to meet scale requirements
- Maintain Chef cookbooks that ensure a repeatable AWS AMI “bake”, that enable engineers to deploy code dozens of times a day
- Various management tasks: hiring, reviews, 1-1s, etc.

Firepub, Inc., Mansfield, MA

The create anything you can imagine platform

Senior Operations Engineer - July 2013 - January 2015

- Managed all company AWS services spread across multiple regions including EC2, S3, SES, SQS, RDS, Route53, and CloudFront
- Deployed and monitored logging infrastructure in CI, QA, and Production that includes Logstash and ElasticSearch
- Developed and maintained Chef cookbooks for all supported applications as needed
- Developed and maintained a Ruby gem that wraps the FirePub API
- Developed and maintained a self-service tool using the AWS SDK that would allow a game studio to spin up an EC2 instance, deploy their game server, and perform testing
- Developed a provisioning system that integrated with the AWS and FirePub APIs that scaled the instance count based on custom metrics found in one of the FirePub’s APIs
- Developed sophisticated scripts for automation, monitoring and testing that met FirePub’s and/or client need
- Pushed regular updates of the SaaS platform to Production

- Assisted in developing a zero downtime deployment plan for the SaaS platform
- Provided recommendations on technical decision making that aligns with industry best practices
- Mentored team members on various technical issues including new-hire training
- Performed QA and Staging deployment training for members of Dev and QA
- Managed tasks and projects using Scrum while utilizing Redmine

Constant Contact, Inc., Waltham, MA

Leader in email marketing, social media marketing, event marketing, local deals, digital storefronts, and online surveys

Applications Operations Engineer - June 2012 – July 2013

- Managed 200+ deployment Jenkins jobs in the Continuous Delivery system
- Developed new environment and application agnostic deployment jobs
- Developed deployment automation scripts to interact with the applications and infrastructure
- Developed templating system for building out Jenkins jobs
- Installed and maintained Jenkins server for production deployments and verification
- Responsible for Production and QA support of all JBoss, JRuby on Rails applications and all supporting application infrastructure
- Managed tasks and projects using Kanban while utilizing Jira's GreenHopper plugin

38 Studios, LLC, Providence, RI

Developer of the much anticipated title, Kingdoms of Amalur: Reckoning, released February 2012 and the in development Project Copernicus

Operations Systems Administrator - November 2010 to May 2012

- Administered 250+ production servers in the Terremark Enterprise Cloud
- Administered 300+ development/testing servers hosted on multiple ESXi servers
- Assisted in the development of a self-service portal for updating internal testing environments
- Managed Webistrano installation enabling self-service deployments to the website developers
- Architect of most of the Puppet infrastructure used in both the production and development/testing environments
- Developed sophisticated scripts for automation, monitoring and testing
- Implemented monitoring infrastructure that included Nagios Core, Distributed Nagios Executor (DNX) for scalability, Check_MK for a cleaner web UI, and pnp4nagios for rrd graphs
- Developed a versioned Ubuntu package repository
- Assisted in developing MCollective agents to manage all the internal and 3rd party applications
- Deployed and managed Jira application server
- Defined and documented procedures while supporting industry's Best Practices
- Responsible for implementing, monitoring, and maintaining the MySQL backups for the website environment
- Performed new-hire training for each new member of the team
- Served as the Scrum Master for the Operations crew

Realtime Worlds, Inc., Boulder, CO

Online video game developer of the much hyped title, All Points Bulletin, released June 2010

Systems Administrator - July 2009 to September 2010

- Administered 400+ servers and 30+ L2 and L3 switches spread across multiple global datacenters
- Performed initial hardware and software deployment at the primary North American Data Center
- Performed expansion of hardware and software at the primary North American Data Center, including configuration and testing of all Dell PowerConnect switches
- Implemented Storage Area Network (SAN) at the primary North American Data Center, including configuration of port-channels, VLANs and IP Routing
- Assisted remotely with the initial deployment and expansion of the primary European Data Center

- Implemented Solarwinds Orion NPM & APM and Nagios XI for system and network monitoring, and designed custom tools to monitor proprietary applications
- Developed sophisticated scripts for automation, monitoring and testing that conformed to security policies
- Performed training of Network Operations Center staff on proprietary systems and basic network and server troubleshooting
- Defined and documented procedures, and encouraged use of, and evolved departmental Best Practices
- Supported game from Beta stages to Live Production in a 24/7 environment

Turbine, Inc., Westwood, MA

Online video game developer of titles such as Lord of the Rings Online, Dungeons and Dragons Online, and Asheron's Call

Staff Systems Administrator - August 2008 to July 2009

- Administered 600+ servers spread across multiple datacenters
- Supported 24/7 customer facing applications and services
- Responsible for the production and QA game server/SE (Service Engine) environment
- Performed Windows Updates, game build updates, and other updates, as needed
- Interfaced with QA and Development teams for current and future software development life cycle environment requirements
- Updated documentation with any necessary changes, found inefficiencies in documented procedures and proposed new procedures

Systems Administrator - Intern - June 2008 to August 2008

- Performed game build updates, and other updates, as needed
- Updated documentation with any necessary changes, found inefficiencies in documented procedures and proposed new procedures
- Responsible for the QA environment

Education

Johnson & Wales University, Providence, RI 09/2005-11/2008
 B.S. Network Engineering
 GPA 3.52/4.00