

Kimberly McKinnis
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PROFILE

Systems/DevOps Engineer with a diverse set of experience and skills; proficient at managing large clusters of high-availability Linux servers, providing service to customer sets numbering in the millions. Veteran of high SLA, critical uptime environments.

EXPERIENCE

Sr. Software Engineer (DevOps), Oracle/BlueKai; Cupertino, CA — May 2015 - Present

- Working as part of a distributed devOps team attached to Data Engineering supporting Oracle Marketing Cloud, managing Cloudera Hadoop infrastructure, building new proof of concept Linux cluster to run Hortonworks Ambari, and planning for data center migration.

Global Operations Engineer, TiVo; Alviso, CA — March 2015 - May 2016

- Researched Docker for new microservice-based production infrastructure currently in design phase
- Worked on internal private cloud project to add flexibility to production server fleet
- Leveraged AWS platforms (including VPC, Elastic BeanStalk, Cloudwatch, AutoScaling, ELB) to maintain production and POC environments
- Managed MSO customer software deployments and regular customer sync-up meetings
- Worked on 24x7 on-call rotation for customer and partner issues
- Built a stand-alone clone of the production Broadcast Center environment from scratch as a functional POC to demonstrate a development feature at CES
- Sought out extensive outdated and missing documentation for the production BC environment and ensured it was made current and correct
- Managed external API services for customer monetization
- Set expectations for support requirements for new products and services in the engineering pipeline
- Represented the Global Operations team in daily and weekly cross-functional sync-ups
- Part of a design documentation review team for production components

Systems Engineer, Pinger; San Jose, CA — Feb 2013 - Feb 2014

- Designed NOC dashboard to display aggregated SNMP graphs and other metrics in a concise manner for easy comparison and forecasting
- Took over and rehabilitated the production Puppet infrastructure - Upgraded, optimized, and handled backlogged issues
- Created and formalized the software release process, and executed bi-weekly overnight releases
- Found and rewrote significant portions of the incomplete internal documentation wiki
- Performed an analysis of the existing GroundWork monitoring environment and built a new, updated system in parallel, including system migration

- Built, deployed and demonstrated VoltDB cluster as proof of concept
- Responded within 10 minute SLA for 24x7 on-call rotation
- Interfaced regularly with mobile vendors for troubleshooting
- Maintained co-located Linux servers
- Worked with the Engineering team to migrate a testing VoIP infrastructure into production

Systems Engineer, Conviva; San Mateo, CA — Aug 2010 - Feb 2013

- Produced and delivered weekly presentations to CEO staff with business and ops metrics
- Administered global infrastructure involving 200+ servers across 6 international data centers with 99.99% target SLA
- Designed and orchestrated deployment of new engineering data center, including all vendor management, physical plant layout, cabling standards, and deployment strategy
- Deployed bi-weekly overnight software releases in conjunction with QE and development
- Regularly interfaced with QE and Engineering teams to ensure deployment requirements were met
- Modernized an unmaintained legacy monitoring system, bringing it to a useful and correct state
- Coordinated the delegation of all corporate IT responsibilities to an outside vendor
- monitoring

Systems Engineer, Yahoo; Sunnyvale, CA — Mar 2010 - Aug 2010

- Prepared and orchestrated disaster recovery plan for assigned property
- Planned and executed weekly software releases
- Coordinated with other Service Engineering teams to provide better platform service to their properties

Operations Engineer, TiVo; Alviso, CA — Aug 2006 - Mar 2010

- Installed, maintained, and monitored sandbox and staging clusters running Redhat Linux
- Deployed regular production software builds to remote servers at Multi Service Operator sites during late night maintenance windows
- Authored training materials and traveled to partner sites to lead hands-on training sessions on administration and troubleshooting of “TiVo Experience” servers
- Coordinated with vendors such as Seagate, C-Cor, and TVP to install, configure, and maintain custom software

Systems Engineer, Macrovision; Santa Clara, CA — Mar 2004 - July 2006

- Expanded 1800+ node Linux installation across 11 global data centers
- Administered firewalls, routers, switches and VPN on NetScreen, Extreme and Juniper equipment
- Worked with production Operations team to manage customer configuration changes
- Coordinated with datacenter, telco, and network vendors to ensure production service uptime
- Managed a monitoring system to ensure production system availability and add visibility into environmental health

SKILL SETS

- CentOS and RedHat Enterprise Linux (EL4 and EL5), Ubuntu Linux
- Hadoop
- Puppet, Chef
- Bash scripting
- Apache, Tomcat, Nginx
- JunOS, Cisco iOS
- Nagios, Xymon, Groundwork, Zabbix, PagerDuty

EDUCATION

Westminster College; New Wilmington, PA — Bachelor of Science in Computer Information Systems, Minor in Music, 1996-2001

AWARDS/TRAINING/EXTRACURRICULAR

- Volunteered at DevOps Days SV 2016
- Puppet Labs Fundamentals instructor led training, 2013
- DOSD Dell Self Dispatch Training, 2011
- Yahoo “You Rock” Award, 2010
- ARRIS Lab System Training, 2008
- Operation and Troubleshooting of Juniper Network Routers - M/T Series, 2006
- American Managers Association Course: Managing Chaos: Tools to Set Priorities and Make Decisions, 2005
- Girl Scout Gold Award, 1996