

Christian Mague
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Work History

November 2012 – Present Shokunin Consulting LLC

Principal Consultant

Performed audits on client systems and procedures, then built automation tools to increase site reliability and transparency of system state. Implemented operational best practices including configuration management software (Puppet, Chef, Salt, Ansible), monitoring (Icinga/Nagios/Sensu/Riemann), metrics (Logstash, Graphite, Influxdb, Prometheus) and auditing tools (Mcollective, Consul). Designed frameworks and procedures to allow faster, more efficient deploys of custom software. Troubleshoot and maintained a wide variety of core Internet software (DNS, Nginx, Apache, Haproxy, Varnish, Postfix). Transitioned server infrastructure from physical servers to AWS for several clients as well as building continuous delivery pipeline for deployments of Docker containers. Provided training for both developers and operations teams on new software and best practices.

March 2010 – November 2012 Moov Corp Inc. San Francisco, CA

Director of Operations

Designed, built and supported a PaaS service for internal developers using freely available software and custom code. Scaled the production network from 5 clients on 40 EC2 instances to 25 clients on 400 EC2 instances so that it may be supported by only one person. Increased production availability from 90% to 99.5%. Built custom images for rapid application deployment. Trained and managed two junior support engineers. Developed from scratch custom information dashboards integrating statistics, configuration information and troubleshooting tools for support and sales associates..

March 2009 – February 2010 BrightRoll Inc. San Francisco, CA

Senior Operations Engineer

Automated build and configuration of servers in the Amazon EC2 cloud to facilitate the serving of video advertisements. Packaged and deployed Ruby on Rails and compiled applications using Puppet and Mcollective. Built tools in Ruby to automate system administration and monitoring tasks. Performed deep troubleshooting of application performance issues. Assisted development team with writing code to streamline application deployment and configuration.

January 2007 – March 2009 Cisco IronPort Systems LLC San Bruno, CA

Senior Software Engineer

Collected and analyzed data in order to write rules against spam for the IronPort Email Security Appliance. Built tools to assist first level support teams. Trained first level support on the uses of tools and advanced anti-spam techniques. Drove projects with overseas engineering teams to provide data. Mentored and assigned tasks to more junior team members. Worked with other groups to identify other types of threat vectors. Developed procedures and efficacy techniques for new Cisco security products such as AVC.

October 2004 – January 2007 Danger, Inc Palo Alto, CA

Unix Systems Administrator

Designed and implemented automation procedures for a large installation of proprietary servers. Scaled network from 1 location to 2 locations and 8 times the number of servers. Architected, implemented and tuned mail and spam solutions. Consolidated and automated monitoring to meet scaling demands.

Major Projects

- Design best practices for local code development using Docker and implement a continuous delivery pipeline through QA to production using Jenkins and Nomad clustering technologies
- Migration of large scale ELK clusters from on-site to AWS handling over 16 billion log entries
- Build customized highly available Redis cluster layer that performed over 1 million queries per second
- Increase velocity of code deployment from 2 pushes per week to over 70 per day.
- Lowered installation and configuration error rates from approximately 15% to under 1%.
- Fully automate customer setup and deployment of new servers and services to the point where 200 servers could be provisioned in an afternoon.
- Built a dashboard that provides real time statistics, error data, push button software deployment and troubleshooting tools for more than 20 developers and internal support personnel
- Manage the productionization of an application to collect and analyze telemetry data from IronPort ESAs in the field
- Build tools to allow first level support to resolve basic IP reputation issues without escalating.
- Cut Japanese spam received by our customers by 80%.

Technical Skill Set

Operating Systems

Linux (Ubuntu, Redhat, Centos, Fedora Core)
FreeBSD, Solaris

Major Software

Puppet, Chef, Saltstack, Ansible,
Mcollective, Redis, Rails
Apache, Nginx, Postfix, BIND, tinydns
Vault, Packer, Terraform, Consul, Nomad
Logstash, Graphite, StatsD, collectd, Prometheus
MySQL, MongoDB, Elasticsearch, Postgres
Icinga/Nagios/Sensu/Riemann, Jenkins/Hudson
Git, SVN, Perforce

Scripting / Programming

Ruby
Python
Elixir
Go
C/C++
Bourne shell scripting

Available Code and Presentations

GitHub Account <https://github.com/maguec>
Automating Deploys http://www.mague.com/files/Getting_To_Push_Button_Deploys.ppt
Automating Monitoring http://www.mague.com/files/automating_mon_w_puppet.ppt
Technical Blogs <http://blog.mague.com/> <http://shokunin.co/blog>

References

Available on Request