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Summary

Achieved early technical and career growth in ISP and start-up environments. Gained systems administration, service architecture, performance measurement, monitoring, scaling, cost-modeling, security, compliance and integration experience with web, commerce, database, load balancing, storage, and reporting services across multiple operating systems and environments using commercial, public domain, as-a-service, cloud and in-house solutions. Experienced in recruiting, hiring, managing, mentoring and retaining development and systems administration and engineering staff of varied experience levels. Regularly serve as liaison between technical, corporate, and other business units. Experience with dynamic scaling environments and DevOps continuous delivery practices in cloud and physical environments.

Experience



Staff Systems Engineer

Branch

Jun 2016 - Present (7 years 10 months)

- * Designed, deployed, and primary maintainer of Prometheus monitoring and AlertManager solution: 13M+ series, ~300K samples/s, 100+ jobs, 9K+ targets, 35+ federations, and 1K+ alerts. Running time of over 3yrs.
 - * Primary maintainer of Aerospike clusters: 250B+ objects
 - * Primary maintainer of Kafka clusters: 0.8.2.x, 0.10.2.x, and 2.3.x.
 - * Numerous Cost Savings Wins: EC2 reserves and cost analysis (literal millions saved): reservations, savings plans, spots, auto-scaling groups. S3 object analysis and aging automation (200M+ objects).
 - * Successfully migrated all DNS and addressing during major acquisition of competitor customer base.
 - * Expertise with AWS services: EC2, S3, IAM, Route53, CloudFront, CloudTrail, CloudWatch, Certificate Manager, Cost Explorer, SNS, SQS, and working familiarity with: RDS, DynamoDB, Macie, GuardDuty, and Inspector.
 - * Kubernetes
 - * Salt (SaltCloud, SaltStack)
- Amazon Web Services (AWS) Cost Management and Capacity Planning, Reserves/Spot/OnDemand Management, and Auto-Scaling.
- * Fraud, Security, and DoS mitigation.

Senior System Engineer II

Shutterfly

Dec 2014 - Apr 2016 (1 year 5 months)

Member of small team managing large AWS (Amazon Web Services) footprint for ThisLife.com (now Photos.Shutterfly.com), primarily leveraging EC2, S3, SQS, Route53, CloudTrail, and CloudWatch. Aggressive cost savings achieved via Reserves, Spot automation, IAS3, Glacier, and with membership to the Amazon Enterprise Discount program.

Used Chef configuration to help manage services including Apache/NGINX running PHP services, clustered MySQL, tomcat, Elasticsearch (with LogStash and Kibana, aka ELK), Redis, collectd, Graphite/Graphana, Sensu, Nagios, private dpkg repo, ZFS, and other services. Supporting scripts and automation written in Python, Perl, Ruby, and PHP. Enjoying strong DevOps relationship with Software Engineering to deliver weekly releases while providing continuous systems tuning, (auto) scaling, and cost-managed growth.

Assumed acting-managerial role during Senior Director vacancy, and continue to manage cost and vendor relations.

Managing internal proof-of-concept MetaCloud OpenStack cluster used for development, staging and testing of ThisLife/Photos, and other services.

FAE / Field Support Mgr

SeaMicro

Apr 2014 - Nov 2014 (8 months)

Provide global engineering support to AMD Sales Teams, customers, and partners. Responsible for all aspects of the technical engagement necessary to support accounts across a broad range of market space to:

- Develop technical relationships with customers and partners
- Win new designs and opportunities (Pre-sales)
- Defend/support existing wins (Post-sales)
- Provide customer feedback to internal engineering/technical teams

Responsible for leading technical discussions (internally and externally) and resolving technical issues for platforms based on AMD products (including Intel technology) from design to mass production, by way of:

- On-site meetings with customers
- Performance and benchmarking analysis in support of customer opportunities.
- Provide technical guidance or recommendations for platform performance improvement (HW and SW)
- Provide technical training for customers or AMD sales team
- Evaluation and research on competitive platforms, applications or technologies
- Presentation of AMD roadmaps or technology (Internal and External)
- Support for conferences or regional events (Presentation, HW demos, Customer meetings)

Additional duties as related to be the FAE located in HQ with direct access to Engineering and Product Mgmt teams.

Senior Operations Engineer

Evernote

Jan 2013 - Feb 2014 (1 year 2 months)

A member of a 15 person team providing full operational support of the Evernote and Yinxiang Biji services. Tasks/responsibilities include: power management, system/service provisioning, monitoring, metrics, capacity planning, automation, scripting, on-call response, service deployment, and long term projects. On-call duties covered: disk, RAID, power, system, network, backup, and service failures/events. Individual projects included: major collaboration with engineering for performance tuning, testing, managing and toolsmithing the multiple month re-indexing of all customer data (for improved search performance and results) without negatively impacting performance or the customer

experience. Backing up and verifying ~1.1PB of user data for relocation. Continued expansion of storage subsystems. Aggregation and anonymization of service logs to expedite post-release log review and detect changes in service behavior. Processing of security vulnerability checks in cooperation with internal security team and external services. Key services utilized: Debian Linux, DRBD, Xen, Apache, Tomcat, MySQL, WebDAV (Apache mod_dav), Fabric, Nagios, PagerDuty, Graphite, Confluence, Jira, Perl, and Python.



Senior Systems Engineer, Research Development Center

Nokia

Sep 2011 - Dec 2012 (1 year 4 months)

Working on confidential project [REDACTED].



contractor (via Modis)

eBay

Jun 2011 - Sep 2011 (4 months)

Short term contract position providing Perl scripting improving DNS automation.



Senior Systems Engineer, APG-SE

Yahoo

May 2010 - May 2011 (1 year 1 month)

Senior Systems Engineer for the Advertiser Publishing Group, because why play with terabytes when you can play with petabytes?

Manager of Data Center

Jul 2008 - May 2010 (1 year 11 months)

Manager of Data Center for international provider of high-quality, consumer available video chat service. Management of team responsible for network administration, Unix (Solaris, Linux), Windows, blade architecture and centralized storage solutions.



Manager of Infrastructure Systems Administration at SecureWorks

Secureworks

Oct 2007 - Jul 2008 (10 months)

Manager of seven person team responsible for Infrastructure Unix Systems Administration of Linux (Redhat, Debian) and FreeBSD systems, as well as Cisco networking devices. Additional technologies and products include: EMC and Nexsan storage solution, Dell and IBM servers, Dell blade servers, and VMWare Enterprise solutions. Day-to-day operations to meet internal and external service level agreements include working trouble tickets, in-person escalations and on-call duties. Multiple long and short term projects are managed with an emphasis toward achieving high-availability for a rapidly growing environment, while also complying to numerous external and internal regulatory policies and standards for security, auditing, and reporting. Within the context of these rapidly changing and demanding tasks remains a commitment to maintaining a better type of corporate culture and working environment with respect for the individual.



Unix Systems Administrator

Secureworks

Oct 2007 - Jan 2008 (4 months)

Unix Systems Administration of Linux and FreeBSD systems. Technologies and Products include: EMC and Nexsan storage solution, Cisco networking gear, Dell and IBM servers, Dell blade server, and VMWare Enterprise solutions. Backups, day-to-day ticket works, and project work. High emphasis on high-availability, scaling, growth, security, regulatory compliance, research and development, and maintaining a better type of corporate culture.

Manager of Production Support

Stayonline (A Division of LodgeNet)

Aug 2006 - Aug 2007 (1 year 1 month)

Managed (full-time, part-time and contract) Systems Administrations, Database Administration, Network Engineering, Quality Assurance, and Release Management to approximately 700 "lights-out," remote servers providing Internet access for hotels. Administration of mission critical, co-location servers was provided, as well as "final tier" support to Call Center staff and management. Accomplishments include substantially reducing load on remote servers through capacity metrics analysis and tuning of services. Customer affecting, weekly outages were resolved through partial redesign of centralized web servers, databases and logic on the remote servers. A radical means to remotely upgrade servers and services from OpenBSD 3.2 to FreeBSD 6.2 was developed, requiring no on-site, kvm/console, or human assistance. Technologies include OpenBSD, FreeBSD, Debian, Apache, MySQL, Postgresql, Apache, Perl, persistent Perl (mod_perl), Mason (mod_mason), Nagios, DNS/BIND, LDAP, and other services.

Senior Developer

StayOnline

Jun 2006 - Aug 2006 (3 months)

Senior developer of systems to provide Intranet/Internet solutions to hotels, airports and convention centers.



Senior Systems Engineer

EarthLink

Mar 2003 - May 2006 (3 years 3 months)

Serving as Technical Lead of the Portal Systems Administration Engineering team, I helped oversee Earthlink's (and select private labels) major portal services including: www, webmail, enhanced webmail, start page, client synchronization server, spyauditresults, search, support, tracking, movies, myEbay, sports, stocks, corporate blogs, downloads servers and wireless/mobile services. Our small team also provides technical oversight to the related sub-services, including server load balancing, web caches, ftp, RDBMSs (Oracle, MySQL), and multiple third party information and content providers. Provided numerous executive briefings and educational seminars regarding portal service architectures. Provided mentoring to junior staff. Worked directly with leads in other departments to complete projects. Introduced Linux services and new hardware into a number of Portal services, and sought other means to reduce operational costs while improving service levels.

Systems Analyst

Lanier Worldwide

2002 - 2003 (1 year)

Lead Developer

Incanta

May 2000 - Mar 2002 (1 year 11 months)

Lead the design, architecture and implementation of innovative, database driven web systems. Implemented secure e-commerce, account management, technical support and diagnostic tool development, dynamic page assembly, distributed content management, and monitoring systems. Provided customizable usage, behavior, and marketing reporting. Developed new technologies in dynamic page assembly and ISP-specific content management, which saved the company substantial third party expenses. Worked closely with application and server development teams to embed web interfaces into the company's Windows application. Consulted as member of senior technology team, and worked directly with Sales and Marketing to increase their efficiency and credibility on accuracy and timeline of deliverables and custom reporting. Participated in database scrubbing and database schema migration planning. Provided mentoring, training, and challenging work assignments to direct reports.

Systems Engineer

MindSpring

Aug 1995 - Feb 2000 (4 years 7 months)

08/1999-02/2000 Systems administration for corporate web services: dial-up http and ftp, corporate http and ftp, MindSpring Personal Start Page (start.mindspring.com), Springmail and the Pop Mail Viewer (www.springmail.com) Digital/Compaq Unix 4.0E/F (primarily on DS10/20s). Produced monitoring scripts written in Perl for load, usage, cost, and quality of service projections on new web services. see <http://www.nordberg.net/resume/index.html> for the rest.

Computer Consultant, Database Programmer

Data Dome, Inc.

1992 - 1995 (3 years)

Installation and administration of early LAN with formalized disaster recovery and backup procedures. Designed relational database (MS-Access) allowing for call/contact management, billing, sales analysis, and automated marketing operations, including (solicited) mass faxing and mailing. Responsible for graphics design, training materials and documentation, and mastered company's web site - <http://www.datadome.com> on contract (1999). Made many of the operations of the office closer to paperless.

Education



Georgia State University

Bachelor of Science, Computer Science

1992 - Aug 1999



University of Massachusetts Amherst

Computer Science and German Studies

1989 - 1991

Skills

Linux • Unix • Perl • Solaris • Apache • Data Center • Servers • System Administration • Red Hat Linux • DNS