

Dana M. Diederich

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[A Narrative](#) of my work history

[More Information](#) about my technical skills

Objective

I am seeking a hands-on, team-oriented role at a stable, technologically progressive company where we will be able to facilitate evolutionary and revolutionary adoption of leading edge technologies, intended to produce consistently growing operational return on investment.

- I am passionate about improving operational processes and flows via the collaborative approach of design and architecture. Fundamentally, I am a programmer with decades of hands-on operational experience, ranging from all kinds of Linux system administration to databases to strong networking skills.
- Collaboratively designing and shipping high availability is my forte. Through many and diverse focus areas, LiveOps achieved 99.99% availability in Q4 2011. The VP of Operations at the time, Gary Slater, stated that my work was the single largest factor behind that achievement.
- Above all, I seek to understand, assimilate and process all of the issues, big and small, that stand in the way of efficient and smooth operations, using that analysis to design elegant integration solutions. Shipping that automation so my co-workers can get their work done is job one.

Achievements

- **99.99% availability Q4 2011:** There were many facets to this achievement
 - Exceptional monitoring coverage of the entire production platform.
 - Innovative release management and automation.
 - Structural reduction of single points of failures in various critical paths.
 - Long-term and deep architectural work with various Engineering areas.
 - Day to day focus on nearly every operational facet of the platform.
- **World-class Monitoring:** John Chambers, CEO of Cisco Systems, was so impressed with what our team created that he sent a team of senior engineers, under NDA, to examine the monitoring system we built at Wal-Mart Stores, Inc., to consider licensing it.
- **The 'Go To' person for real-time incident management:** If something is on fire, I am frequently the person who is asked to manage the incident.
- **Regulatory/PCI/SOX lead:** As regulatory lead at multiple companies, I've learned how to balance the competing needs of making an organization secure, meeting regulatory requirements and keeping operations and development agile and efficient.
- **Team Building:** Making sure the people I work with have what they need is critical. This important work isn't done as their manager, but as their co-worker, confidant and friend.

- **Efficiency Always:** I have a hard rule: servers need to spend resources on the application, not operational tools and agents. The solutions I design and the software I am responsible for almost never show up in 'top' on production servers. Over four years, while the platform volume went up three-fold, resources used by my automation has stayed flat.

Character

- **Innovative:** At LiveOps, the existing graphing infrastructure was old and fallen into out of date, making it very difficult to add any new metrics. Over a week, I found, analyzed, piloted, tested and started graphing a dozen highly useful operational metrics using Graphite. A few months later, efficiently using existing hardware resources, we were minutely graphing tens of thousands of metrics.
- **Driven:** I will work through any obstacles or challenges that arise during the pursuit of a strategic or tactical objective. At Wal-Mart, we needed to deploy our management systems into all of the remote sites. Due to some arcane and undocumented systems restrictions, the first two rollout attempts were not successful. We tried another method to write the software and it rolled out completely and without incident. It has served monitoring and management needs flawlessly ever since.
- **Customer Focused:** One of the key benefits I bring to any organization is customer focus. I consider any person or organization I come in contact and can assist a potential customer. At LiveOps, our senior release engineer was becoming overwhelmed with many different kinds of weekly software releases, so I permanently took over a portion of them, using that hands-on experience to architect and design a cutting edge release system. I also served as backup for the primary Linux sysadmins, DBAs and Network Engineers when people were either busy or out of the office.
- **Humility:** All too often, senior operations people don't feel it necessary to sit down and work with many people in their area and company, including the fresh college hires. One of my core beliefs is that automation is best designed after spending time working with the stake-holders. Whatever tools ego builds will not be long useful or long lasting.

Skill Areas

- **Architecture**

- 18 years of designing multidisciplinary platforms and systems
- Comfortable with doing deep-dive analysis, as needed, in all layers of the stack
- Possess the agility necessary to react to and mitigate changing circumstances

- **People**

- Adept at working with leadership to achieve mission goals
- 20 years technical leadership experience
- Able to work and collaborate with any personality type

- **Operating Systems/Automation/Containerization**

- 23 years Linux experience
- 1 year AWS experience
- 21 years of monitoring / automation / release experience
- Substantial experience with Docker
- 5 years deep Puppet experience
- Many years of virtualization experience, including KVM, Xen and VMWare
- Substantial experience with with Jenkins administration

- **Programming**

- 24 years Perl experience
- 1 year Golang experience
- 7 years C experience
- Familiar with Python
- Familiar with HTML and CSS
- Familiar with JavaScript
- Solid experience with Ruby
- Solid experience with JQuery
- Some experience with Java
- Some experience with PHP

- **Database and Networking Technology**

- 19 years MySQL experience (Started with MySQL 3.1 BETA)
- 7 years experience with MongoDB in a production environment
- 13 years Cisco IOS/CatOS, 4 years of F5 LTM and GTM
- Very familiar with DNS and DHCP
- Skilled at SQL schema design and optimizing queries

Work History

Twitch Interactive,
an Amazon
company

Video Devops
Engineer

2016-
present

Tools developer for the Video team, I helped design and derive next generation operational architecture, along with the delivery of a service that protects resources from impacting changes.

Flux Factory	Software Engineer	2015-2016	Primarily automation and tooling, but also did system and security administration.
Ariba, an SAP company	Principal Software Engineer (Cloud)	2013-2015	Served as the technical leader of the Tools team as we navigated balancing support for ancient, legacy systems and migration to newer, more mainstream technologies.
LiveOps Inc	Senior Operations Tools Developer	2009-2013	Primary tools/devops developer, also served as Linux system administrator, Database Administrator. Major focus was on monitoring and release management.
Wal-Mart Stores, Inc	Advanced Network Engineer	1997-2009	Co-founded the Network Management team, our work included UNIX system administration, Database administration, regulatory compliance, security, and much more.
NorthWest Arkansas Community College	Instructor, Linux System Administration	2003	We covered everything from installation to configuration to management/maintenance to security.
NorthWest Arkansas Community College	Instructor, Perl Programming	2002	Taught from the legendary Llama Book.
US Air Force	Senior Airman, Computer Programmer	1993-1997	Did work in a wide variety of roles, including system administration, network security, operations, and more.

Formal Education, newest to oldest

- Neo4J training
- Puppet training
- System Management Arts In Charge (SMARTS)
- Java training
- HP OpenView training, multiple sections
- Advanced Cisco Configuration
- HP IT Operations, multiple sections
- JavaScript training
- Franklin Covey, multiple sections
- Military technical training, computer programming, at Keesler Air Force Base, Biloxi, Mississippi
- Military basic training at Lackland Air Force Base, San Antonio, Texas
- Minor in music composition and conducting from the same
- Most of a Computer Science BS from The California State Polytechnic University in Pomona California
- Completed secondary education at Leffingwell High School, Norwalk, California

References Available Upon Request

