

Christopher L. Proto

DEVOPS MANAGER · IT OPERATIONS AND DELIVERY SPECIALIST

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Experience

Craftsy

Denver, CO

DEVOPS MANAGER

Oct. 2015 - Present

- Managed employee resources, budget, and implementation of solutions for the IT and DevOps teams that oversee operations across three offices, over 250 employees, and over a million dollars in cost and assets
- Adept at presenting complex technical ideas, situations, and projects to diverse stakeholders
- Mentored junior and principal engineers across Frontend and Platform teams
- Spearheaded initiative alongside Senior Product Management to design a more effective project management process for the team
- Supervised Desktop Support, Storage Networks, User Directories, Network Systems, and Digital Asset Management – mission critical systems for the entire company
- Led the Engineering team's re-architecture of major operations systems including monitoring, event management, incident response, and security systems during a massive department-wide rewrite to microservices
- Supervised the DevOps team's rebuild to a CI/CD system that increased production releases up to 40x a week
- Managed budget and security policy for three major AWS accounts
- Managed vendors supporting critical systems such as Storage, Networking, Content Distribution, IT services, and Data Warehousing
- Designed governance & policy standards for Change Management, Security, Internal SLAs, Event Management, Release Management, Documentation, and Incident Response
- Designed the on-call rotations and SLA policy for the DevOps, IT, Frontend, and Platform teams to drive year-round 24/7 support of all critical back office and customer facing services
- Led our Site Reliability Engineering group – a cross-functional team focused on reliability, business continuity, and disaster recovery

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LEAD DEVOPS ENGINEER

Dec. 2014 - Oct. 2015

- Technical and Operational Lead for the DevOps Engineering team
- Delivered complex, cross-functional IT projects for the Dir. of DevOps and the VP of Infrastructure
- Designed job requests and interview questions for growing the DevOps Engineering team
- Trained DevOps Engineers on technical and communication skills

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DEVOPS ENGINEER

Jul. 2013 - Dec. 2014

- Adopted DevOps best practices including Six Sigma, Systems Thinking, and the "Three Ways" Principles
- Participated in a regular 24/7 IT support rotation

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INTERNAL TOOLS ENGINEER

Feb. 2013 - Jul. 2013

- Collected requirements from internal stakeholders and architected tools to support our Content Production, Marketing, and eCommerce departments
- Worked closely with a back office Product Manager to develop Administrative tooling and Content Management Systems
- Developed solutions in a fast-paced, "hyper-growth" startup growing 150% in revenue YoY

Fusionbox, Inc.

Denver, CO

WEB DEVELOPER AND CONSULTANT

Oct. 2010 - Feb. 2013

- Technical Lead for over a dozen web applications
- Worked closely with customers, sales, and project management to develop requirements, milestones, and project plans
- Standardized workflows, request management, change management, and incident response using cutting edge technologies
- Co-developed a Project Management web application for tracking billable time and managing incidents, bugs, and feature requests

University of Colorado, Dept. of Electrical Engineering

Boulder, CO

PROFESSIONAL RESEARCH ASSISTANT (CONTRACTOR)

Jun. 2010 - Sep. 2010

- Organized a group of graduate students to develop an online, encrypted diary used in research projects
- Gathered requirements from stakeholders, tracked progress, organized presentations of the end product for approval
- Developed a hand-off and maintenance plan for the research team

Technologies & Skills

Operations	DevOps Expert, Budget & Resource Planning, Security Governance & Policy Design
ITIL Practices	Capacity Management, Incident Management, Event Management
Communication	RASCI & Minto Communication Frameworks
Management	The DevOps Three Ways Principles, Systems Thinking, Six Sigma
Security Frameworks and Compliance Standards	ROSI, FAIR, PCI-DSS
Amazon Web Services	EC2, ELB, S3, CloudFront, CloudWatch, RDS, EBS, Redshift
Web Technologies	Wordpress, CDNs, Fastly, Apache, Nginx
DevOps Technologies	Splunk, Jenkins, Graphite, Nagios, Docker, Puppet, Hashicorp Tooling
Network & Data Center Technologies	Palo Alto, Juniper, Storage Networks, Aruba, UPS, KVM Hypervisors, Active Directory
Automated Test Frameworks	Selenium, Geb, Blazemeter, JMeter
Data & Compute Platforms	PostgreSQL, MySQL, Mesos, Spark, DataVirtuality
Programming	Python, Java, JavaScript, Groovy, PHP, Bash, \LaTeX

Education

Villanova University

Villanova, Pennsylvania

B.S. IN COMPUTER ENGINEERING

- IEEE Student Member
- Eta Kappa Nu - Electrical and Computer Engineering Fraternity
- Math Learning Resource Tutor (Calc I & II, Differential Equations, Statistics)
- Developed an "encrypted File Transfer Protocol" for our Senior Project. Awarded First Prize.

Presentations

DevOps Days Rockies

Denver, CO

SPEAKER

April 2016

- Fifteen minute lightning talk on re-designing the Deployment automation for Craftsly

CD Summit & Jenkins Days

Denver, CO

SPEAKER

Sep. 2016

- Detailed presentation on strategies for Continuous Delivery, Deployments, Release Management using OSS such as Jenkins, Terraform, and Packer

Writing

Python-Flask-uWSGI-Setuptools: How To Deploy Simple WSGI Applications

CONTRIBUTOR

May 23 2014

- "Quick Start" guide for developing WSGI apps using Python
- <http://engineerds.craftsy.com/>

Proto, Typing

AUTHOR

Sep. 2015 - July 2016

- Personal and Professional Blog
- <http://chrispro.to/>

Design and Implementation of an IEEE-754 Floating Point Unit

RESEARCH ASSISTANT

Oct. 2009

- Architected a IEEE-754 compliant Floating Point Processing Unit culminating in a professional research report describing the approach and results
- <http://chrispro.to/archive/fpu-report.pdf>