Eric Logan

Canadian citizen, Toronto resident
Open to travel, but not relocation

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Soft Skills

➤ Learns and adapts quickly in new situations. Thrives on variety.
➤ Performs well in both teamwork and independent settings.
➤ Excellent verbal and written communication skills. Superior numerical ability.
➤ Experienced with many different IT paradigms and approaches to change management.
➤ Proven leadership ability. Comfortable leading discussions and presenting to audiences.

Computer Skills

➤ Over 20 years of experience with GNU/Linux. Thorough knowledge of Microsoft Windows (server/desktop), Mac OS X, Solaris, and FreeBSD. Experienced with Amazon Web Services.
➤ Familiar with principles and administration of IP networks (switching, routing, DHCP, DNS).
➤ Infrastructure management: Kubernetes, Marathon/Mesos, Twine, Ceph, Active Directory.
➤ Configuration management: Puppet, Chef, Ansible, Salt, Terraform, Docker.
➤ Programming and scripting: Bash, Perl, Python, Ruby, Golang, C/C++, SQL.
➤ Common server technologies: Apache, nginx, haproxy, Apache Thrift, Varnish, memcached.
➤ Database systems: Oracle, PostgreSQL, MySQL, MongoDB, Elasticsearch, Apache Solr.
➤ Experienced with LaTeX, desktop publishing, web and graphic design (incl. Photoshop).

Work Experience

Senior Site Reliability Engineer, Boson.ai   *November 2023 – Present*

➤ Deployed services and hardware for greenfield data centre: chef, Prometheus/Grafana, Ceph (CephFS + RGW), SLURM, 100Gbps Ethernet, InfiniBand, LXD cluster for infra services.
➤ Developed tactical plans for delivering competing priorities in a high-pressure environment.

Production Engineer (IC5), Meta (formerly Facebook)   *October 2017 – April 2023*

➤ Prepared new Linux and Windows OS releases for use in hardware labs: provisioning templates, configuration management updates, system debugging, rollout management.
➤ Shipped code in multiple languages: Python, Golang, Hack, Ruby, Shell, C++.
➤ Contributed to company-wide Chef configuration management codebase.
➤ Reduced timeline for turnup and decom of data warehouse clusters by 70%.
➤ Enhanced rack switch upgrade automation, reducing worldwide failures by over half and tripling upgrade cadence.
➤ Conducted over 150 technical interviews. Twice cited for excellence in interviewing.
➤ Mentored new hires through internal "bootcamp".

Site Experience and Reliability Engineer, theScore   *May 2015 – August 2016*
Team Lead, DevOps, theScore   *September 2016 – July 2017*

➤ Managed team of three tasked with release and infrastructure engineering.
➤ Supported high-traffic highly-scalable web and mobile application based on Amazon AWS consisting of multiple independent systems across hundreds of Linux nodes.
➤ Contributed to extensive Ansible configuration repository, automating deployment of internal software and provisioning of new systems.
➤ Deployed Consul as service discovery mechanism, allowing dynamic resource configuration.
➤ Managed six-month project migrating services to Virtual Private Cloud using Terraform.
➤ Developed automation and monitoring tools using Perl, Python, and Ruby.
➤ Reduced ongoing costs by 15% by spearheading capacity forecasting project.

Technical Consultant (Contract)   *April 2015*
  ➢ Deployed ELK (ElasticSearch, Logstash, Kibana) stack to centralize application and server logs for early-stage startup, including Salt automation for deployment of each component.

Systems Administrator, Feature Creep Technology   *May 2014 – April 2015*
  ➢ Supported a mid-sized Linux and FreeBSD environment across multiple XenServer clusters.
  ➢ Extended use of Ansible for configuration management.
  ➢ Deployed Marathon/Mesos cluster allowing automated provisioning of Docker containers.
  ➢ Developed hardware replacement budget plan, ensuring predictable equipment costs.

Systems Administrator, ScienceScape   *November 2013 – March 2014*
  ➢ Modernized web stack configuration, improving site response times by a factor of four with no underlying code changes and laying groundwork for capacity scale-out.
  ➢ Setup Nagios and Cacti for systems monitoring, proactively addressing system issues.
  ➢ Deployed Salt for configuration management of infrastructure based on Amazon AWS.

Senior Systems Administrator, Keek   *July – October 2013*
  ➢ Supported a high-volume video sharing website with more than 60 million registered users.
  ➢ Managed software stack that included haproxy, nginx, Redis, and MongoDB with Puppet.
  ➢ Maintained and upgraded hardware in a shared data centre environment.
  ➢ Developed monitoring tools using Perl, PHP, and MySQL.

Senior Systems Administrator, OANDA Corporation   *November 2012 – June 2013*
  ➢ Supported a multi-site Solaris environment that handles daily multi-million trading volumes.
  ➢ Authored Active Directory rollout plan that included internal network redesign and support for more than 500 Windows, Mac OS X, Linux, and Solaris clients.
  ➢ Provided Linux desktop support to over 100 software engineers as primary support contact.
  ➢ Revamped purchasing to reduce vendor numbers, improve pricing, and simplify process.

Research Computing Systems Administrator, Department of Computer Science, University of Toronto   *March 2011 – November 2012*
  ➢ Provided end-to-end support as primary point of contact for ~40 member research group, including procurement and desktop/server support in a primarily Linux-based environment.
  ➢ Managed planning, budgeting, purchasing, and implementation for projects exceeding $150,000.

Website and Application Developer, Kanetix   *April 2009 – March 2011*
  ➢ Developed web applications and reporting tools using Perl and JavaScript with Oracle DB.

Mathematical Typesetter   *September 2007 – November 2009*
  ➢ Prepared various academic documents for publication using LaTeX.

Education

Bachelor of Mathematics, University of Waterloo   *Awarded June 2007*
Honours Combinatorics and Optimization, Computer Science Minor, Co-op Program
  ➢ Editor, *math*NEWS (est. 1973), a humour publication typically devoid of math or news.
  ➢ Recipient of J. Alan George Award (1 grad/year) and Honorary Membership, UW Math Society (2 grads/year) for leadership and student life contributions.

Otherwise

  ➢ Speaks/reads French at a conversational level.
  ➢ Trained in bartending, juggling, voice acting, classical violin, Celtic fiddle, stage combat, archery, photography, commercial cooking, improvisational theatre, parliamentary procedure, and as a theatrical/AV technician.