Alexander Miller

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https://thinkmassive.org

INTERESTS

Automation, big data, blockchain, embedded/IoT, open source, and security

WORK EXPERIENCE

Endless Computers (San Francisco, CA)

Distributed Systems Architect, Oct 2016 - present

- ▸ Migrated Endless OS build infrastructure to AWS using Ansible
- ▸ Created REST interface for in-house API using Python Flask
- ▸ Architected a cloud-based data pipeline for metrics analysis (HDFS, YARN, Hive, Spark, Zeppelin)
- ▸ Assisted with analytics queries, data visualization, and generating reports for business stakeholders

Hortonworks, Inc. (Santa Clara, CA)

Senior Product Specialist - Tools, Jan 2016 - Aug 2016

- ▸ Led initiatives to centralize tools used by the Support organization
- ▸ Automated provisioning of virtual HDP clusters for education and issue reproduction
- ▸ Conducted weekly analysis of production-down support cases to generate new requirements for SmartSense data collection and rule definitions, assisted w/development
- ▸ Authored training exercise to certify support engineers on competence of the customer-facing SmartSense tool and use of the backend service (highest participation rate of all exercises)
- ▸ Analyzed support case data with a Zeppelin notebook to identify areas of greatest concern

Hortonworks, Inc. (Santa Clara, CA)

Platform Support Engineer, Sep 2014 - Dec 2015

- ▸ Supported enterprise customers for diagnosing, reproducing, and fixing advanced components of the Hortonworks Data Platform
- ▸ Took ownership of problem isolation, resolution, and bug reporting
- ▸ Drove internal knowledge management initiatives and assist the frontline support team
- ▸ Created Salesforce dashboard, which was opened for use by entire Support organization
- ▸ Subject Matter Expert for: AppDev (Storm, Kafka, Pig, Hive), Security (Knox, Ranger, Kerberos, LDAP, SSL), and Hadoop (HDFS, YARN, MapReduce, Zookeeper)

Modea (Blacskburg, VA)

DevOps Engineer, 2013 to 2014

- ▸ Architected, built, and maintained hybrid cloud infrastructure (AWS + baremetal) for SaaS platform
- ▸ Co-developed mobile device virtualization backend
- ▸ Researched Android platform & internals to optimize device images
- ▸ Created diagrams & documentation for both technical reference and marketing purposes
- ▸ Ansible, Jenkins, Node.js, Mocha, AWS (EC2, S3, CF, ELB, IAM), New Relic, Android SDK, Qemu

Modea (Blacskburg, VA)

Network Operations Manager, 2007 to 2013

- ▸ Scaled IT operations from 12 inital employees to support >100 employees (vSphere, SAN, Cisco)
- ▸ Managed hosting infrastructure at Rackspace for client projects
- ▸ Maintained annual budget, led disaster recovery initiative as part of business continuity plan
- ▸ Hired help desk employees, established relationship with MSP to take over expert roles

TacPro Systems LLC (Blacksburg, VA)

Owner, 2013 to 2014

- ▸ Performed independent IT services and consulting for small enterprises
- ▸ Infrastructure improvement plan, P2V server consolidation, backup system repair & upgrades

EDUCATION

Virginia Tech (Blacksburg, VA) *B.S. in Computer Engineering*, 2013

CERTIFICATIONS

Apache Hadoop Administrator 2.x - Hortonworks, license 008-00176 - Feb 2015
Apache Hadoop 2.0 Java Developer - Hortonworks, license 006-00136 - Nov 2014