

SIMON ROBERTS

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Professional Experience

- **Life.Church**—Edmond, OK - 04/2018 - present

DevOps Engineer

- Developing new systems for the Open Network team, including Configuration Management with Saltstack, CI/CD, Docker/Kubernetes deployments and migration from legacy infrastructure to Google Cloud (GCP) including GKE, CloudSQL, MemoryStore, GCE, GCLB, BigQuery, Datastudio and others
- Ensuring the 4 core products that Open Network are responsible for are available 24/7, supporting over 500,000 pastors and leaders around the world
- Implementing SLOs for our products with fullstack monitoring, instrumentation, logging, alerting using tools such as New Relic, Bugsnag, StackDriver, DataDog, LogDNA & PagerDuty
- Working to Open Source many of our projects and talking with the community of engineers that want to engage in our OSS projects
- Migrating Heroku applications to the public cloud, leveraging GCP

- **YouVersion | Life.Church**—Edmond, OK - 04/2016 - 04/2018

DevOps Engineer

- Ensured API availability and optimization for the YouVersion Bible app on iOS/Android and Web, with around 5-7 million Daily Active Users and excess of 10,000 API requests per second
- Responsible for monitoring each system and ensuring business continuity for the API
- Managed AWS, GCP, Softlayer Environments
- Re-work existing services to run on new platforms such as Kubernetes to maximize efficiency, redundancy and speed
- Technologies used include: ansible, collectd, consul, couchbase, docker, gitlab, golang, graphite, grafana, haproxy, influxdb, kubernetes, memcached, monit, new relic, nginx, pgbouncer, prometheus, postgresql, python, redis, ruby, saltstack, sensu, solr, telegraf, terraform, twemproxy and vagrant

- **Rock Church & Academy**—San Diego, CA - 12/2012 - present

Technical Project Manager

- Hands on Project Manager for Rock Church Mobile app on iOS and Android
- Hands on Project lead for Miles a Minute app on iOS and Android
- Technical Engineer support for Gospelcentral.us website and apps - deploying on AWS
- Built and currently maintain livestream network for Internet broadcast of services to 5,000 people weekly
- Build and maintain multiple Rock websites and services/APIs on AWS
- Provide on-going technical consultation with IT and Production teams regarding network operations, Online Church and Multi-site streaming technologies

- **Rock Church & Academy**—San Diego, CA - 09/2011 - 12/2012

Network Technical Engineer

- Re-built Rock Church network to new Cisco Meraki system - WiFi & Ethernet
- Implemented Zendesk Helpdesk and provided support for staff and volunteers to track IT related issues
- Designed and procured new Rock Kids Check in Kiosk solution for FellowshipOne
- Managed Shoretel VoIP phone system

- **Inter-American Tropical Tuna Commission**—San Diego, CA - 07/2010 - 09/2011

IT Support Assistant

- Administered Microsoft Windows servers (Active Directory), Microsoft and Mac workstations for approximately 60 users
- Provided helpdesk support to all employees and visiting scientists both locally and via remote access
- Procured new server & client hardware/software, and maintain license/warranty information
- Implemented network monitoring and updating with Microsoft System Center Essentials & GFI LanGuard
- Upgraded servers to Hyper-V, iSCSI SAN based system running Windows 2008 R2
- Upgraded Microsoft SQL servers from 2005 to 2008 R2 and virtualized on Hyper-V
- Upgraded Microsoft Exchange server from 2003 to 2010 Enterprise

- **Centrinet Ltd**—Lincoln, United Kingdom - 01/2008 - 01/2010

Systems Engineer

- Deployed and administered Microsoft Windows servers, Linux Redhat & CentOS servers
- Implemented Parallels Business Automation (PBA) and Virtuozzo environment for customer hosting
- Maintained customer SNMP monitoring network with Solarwinds Orion for approximately 3,000 nodes
- Analyzed, installed, secured and maintained workstations & Windows & Linux servers in NOC and data-center
- Ensured security, reliability and functionality of the network at all times
- Designed, implemented and managed operations help-desk based on ITIL for approximately 3,000 users globally
- Designed and implemented global WiFi system for over 3,000 users
- Was responsible for providing Tier-1 through Tier-3 support for customers and internal staff

- **Centrinet Ltd**—Lincoln, United Kingdom - 03/2007 - 12/2007

Fulfillment Team Technician

- Implemented and monitored secure internet access using various firewall, routing, switching and WiFi technologies including Cisco PIX/ASA, Checkpoint NG R55, and IPTables for approximately 20,000 clients across 900 multi-tenant sites globally
- Provided excellent telephone/trouble-ticket support for customers globally in a timely manner, including trouble-shooting global VPN setups

- **USS Midway Museum**—San Diego, CA - 05/2006 - 2011

IT Volunteer

- Provided support to approximately 100 users via the helpdesk
- General system administration tasks, including Active Directory, Hyper-V migrations, Sharepoint 2010 installation
- Cabling CAT5e/CAT6 for patches
- Upgraded network infrastructure to fiber backbone and implement VLANs