MICHAEL SHEA

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PROFESSIONAL SUMMARY

Accomplished SRE professional with experience in Architecture, Systems and Network Administration, and project management with attention to information security. Specializations include troubleshooting, crisis resolution, and preventative maintenance. Excellent ability to communicate technical solutions to a non-technical audience. Attentive to detail and maintains a sense of urgency. CISSP # 718933

PROFESSIONAL EXPERIENCE

Wificoin, Inc.   **San Francisco, CA. October 2021 - present**
Site Reliability Engineer

Maintained and documented existing infrastructure of an online data provider. Built out Logging infrastructure (Elastic Cloud), built Monitoring and Alerting infrastructure (Prometheus, Grafana, PagerDuty), and containerized existing infrastructure (Docker).

Infrastructure management tools include Elasticsearch Cloud, Linux, bash, and AWS.

Onriva, Inc.   **Remote. March 2021 - October 2021**
Site Reliability Engineer

Supported Sales, Development, and both internal as well as customer-facing Infrastructure of an online marketplace. Some Project Management tasks: defined and refined processes, and also created and met departmental tactical goals to support the CTO-driven strategic initiatives. Customer Service, organizational skills, and an ability to pivot very quickly to ever-changing business needs were critical components of this position.

Infrastructure management tools include Jira, New Relic, Linux, bash, and AWS.

2K Games, Inc.   **Novato, CA. November 2019 - March 2021**
Site Reliability Engineer

Supported Development teams, Infrastructure teams (Network, Engineering, and Security), and the external, game-facing infrastructure. A broad spectrum of skills both technical and non-technical, an ability to pivot quickly, a drive to see projects to their completion, a good balance of strategy vs tactics, and a dedication to Customer Service are all key components and daily practices of this position.

Infrastructure management tools include Elasticsearch, Linux, bash, Puppet, AWS CLI, GCP, ESXi/VMWare, NetApp, and the NS1 API.

Vendini   **San Francisco, CA. November 2016 - November 2019**
Site Reliability Engineer

Supported multi-site production and staging infrastructures for online ticket sales and website solutions. Diagnosed and resolved errors and issues in production systems, AWS instances and ELBs, Elasticsearch logging infrastructure; detected through reactive or proactive monitoring (ELK watchers or bash scripts). Scripted AWS API reporting and monitoring tasks in Python and bash. Upgraded, tuned, and maintained Elasticsearch infrastructure. Adhered to Change Control procedures and participated in on-call 24x7 rotation. Created and updated documentation for procedures.

Infrastructure management tools include Elasticsearch, Docker, AWS CLI, Linux, bash, Python, Consul, MySQL, and Nagios.

IBM   Emeryville, CA. January 2005 - November 2016
IT Systems Engineer, BigFix

Conceptualized and executed virtualization and duplication of public-facing Content Delivery infrastructure for IBM's Endpoint Manager product enabling corporation to serve its entire worldwide customer base more effectively and reliably. Co-built R&D Lab Network. Primary network administrator for R&D lab serving 250+ employees worldwide. Research new security vulnerabilities and integrate emerging technologies where possible.

Conceptualized, developed, and maintained entire IT operation for BigFix as it grew from 50 to 250+ employees worldwide. Produced cost-analyses, compliance documents, support metrics, technological recommendations, and DR/BC plans. Maintained and improved public-facing Content Delivery infrastructure.

Infrastructure management tools include tcpdump, bash, MySQL, Nagios, PRTG, and JIRA.

PRIOR EMPLOYERS
Morgan Stanley
Broderbund Software

VOLUNTEER EXPERIENCE

BSides Security Conferences   San Francisco, CA and Las Vegas, NV. 2009 –2014
Speaker Coordinator, Volunteer Coordinator
BSides conferences are community-driven events by and for information security community members. The goal is to expand the spectrum of conversation beyond traditional confines. They create opportunities for professionals to both present and participate in an intimate atmosphere that encourages collaboration, development, and education.

University of California, Berkeley   Berkeley, CA. 2002 - 2014
Assistant Director, Martial Arts Program
Managed separate teams of 5-50 volunteers for three annual martial arts tournaments. Designed and built an internal network for communication during tournaments serving 700-1000 participants. Served as liaison to visiting international officials representing multiple countries. Taught martial arts classes to students of a wide spectrum of age and skill levels.

EDUCATION

Carnegie Mellon University 1988–1991; Major Field of Study: Computer Science; Minor Fields of Study: English & Music