

Jon Beckham

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Profile

Engineering and Systems leader with over 15 years of experience building great teams and shaping cultures to get things done.

Work History

- **Jawbone** *San Francisco, CA* October 2014 - May 2017
Senior Director of Infrastructure, Data, Security and Quality (other roles: Senior Manager, Director)
Responsible for the scaling, stability, availability, performance, security and budgeting of a high-volume realtime system processing sensitive data from millions of users, with the goal of improving behavior and health outcomes for the entire userbase by providing the right insights at the right time.
 - Software Infrastructure - operational maturity, cost control, availability, simplification of legacy architectures
 - Data Engineering - own data strategy, drive reliability/availability, improve security, improve access and speed to delivery for data products
 - Security - design review and data architecture, HIPAA compliance efforts, audit management, incident response
 - Software Quality Assurance, Firmware Quality Assurance, Automation and Tools
 - Corporate Infrastructure - business systems, secure network connectivity for a global office network
 - Life @ Jawbone - advocate for realignment of company values to more effectively guide day-to-day work rather than reflect on past product successes, improve feedback loop between executives and individuals, mentor new managers and technical leaders, relentlessly pursue improvements to overall organizational health
- **Opower** *San Francisco, CA & Arlington, VA* July 2012 - September 2014
Engineering Director, Infrastructure Operations
Brought on to rebuild the Systems team, both personnel and process, in order to meet increasingly diverse requirements from both internal and client organizations. Established strategies designed to lower client time-to-launch, improve project predictability, and cost-effectively grow the infrastructure according to business demands. Built a culture of teamwork and accountability, and worked tirelessly to establish cross-functional ties between groups that historically interacted via rote workflows and finger-pointing.
 - Chosen by a small group of entry-level engineers to foster a regular self-guided study session. In the two years of my involvement they learned new skills and built tools to reduce their day-to-day busywork, and established an inclusive learning culture for all new hires.
 - Built a broader culture of operational accountability, linking together all efforts across the company and pushing an operational mindset into groups and organizations that were previously only responsible for meeting design specifications.
 - Contributed to Opower's security efforts, initially by establishing processes that enabled reliable compliance with SOC2 Type II and similar certifications, and later as the Engineering representative of the cross-functional Security Core Team, which was the clearinghouse for all security-related matters across the company.

- **BOX** *Los Altos, CA* June 2011 - July 2012
Systems Manager, Technical Operations

Managed and provided technical guidance to an immensely talented team of programmers and sysadmins. Transformed the group from 3 contractors and 3 junior full-time employees to 10 focused, self-organizing fulltimers participating in three logical teams: Automation, Application and Systems. My group was responsible for site reliability, infrastructure design/implementation, all aspects of monitoring, operationalizing engineering projects, and keeping up with explosive user growth.

 - Built strong relationships with every other functional group at Box, allowing me to discuss technical feasibility and provide delivery estimates to groups all along the technical spectrum.
 - Worked with executive management and peer-level leaders to define quarterly goals across engineering and operations, creating project structures for direct reports that would meet their individual career goals as well as our short and mid-term department goals.
 - Redefined the maintenance and on-call processes to improve overall system resiliency, resulting in faster diagnosis and recovery, more sleep for the group, and in turn more reliable project delivery.

- **hi5 Networks, Inc.** *San Francisco, CA* October 2008 - June 2011
Director of Technical Operations (other roles: Engineering Manager, Release Engineer)

Responsible for the delivery of a major social gaming website (40 million monthly unique visitors) with significant commerce integration, demanding highly available, low-latency service to all global markets. Managed a team of 9 engineers, analysts and administrators, handling everything from day-to-day site operations to operations planning and strategy.

Increased instrumentation and internal technical communication to enable faster engineering cycle times, resulting in safer releases with rapid returns on user engagement, system performance and stability, and overall business goals.

Consolidated server infrastructure spread between multiple colocation facilities without unplanned service degradations; guided a transition from Java and FOSS to Microsoft without unplanned downtime; applied best practices to improve engineering leverage and efficiency.

- **Reflex Security, Inc.** *Atlanta, GA* March 2004 - February 2008
Utility Infielder

Hired early in the lifecycle of the company, improved and supported development, support and sales. Wore a lot of hats, including Security Analyst, Network and System Administrator, QA Lead and SW Engineer for both internal tools and production features.

- **Georgia Institute of Technology, Office of Information Technology, Information Security** *Atlanta, GA* September 2003 - March 2004
Tech Temp

Hired to monitor security systems and respond appropriately via either network controls or end-user communication, but automated the job so I could spend more time studying.

- **Stickdog Telecom, Inc.** *Vienna, VA* Summer 2000, Summer 2001
Programmer

Automated and optimized business systems so employees could help customers instead of babysitting backend processes.

Education

Georgia Institute of Technology Atlanta, GA
 B.S., Computer Science, 2007