

Jon Beckham

690 Pennsylvania Ave. #220
San Francisco, CA 94107 USA

404.642.5507
beckham@leftorium.net

Profile

Engineering leader, operations expert and Systems wonk with over 10 years of experience building great teams and creating cultures designed to get things done.

Work History

- *Opower* San Francisco, CA
Engineering Director, Infrastructure Operations July 2012 - September 2014

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.
 - Spun off a small software development team in order to rebuild a critical component of the infrastructure that did not have any commercially available options. The system's architectural flexibility and lasting business value were proven several times as requirements shifted without incurring major engineering investment.
 - 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.
 - 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.
 - Led migration from a single datacenter and a small secondary site to a pair of domestic datacenters and several international locations as dictated by international regulators and clients. Migrated from unmaintainable "big iron" to commodity building blocks in order to smooth capital expenditures and allow for more variability in individual datacenter deployments.
- *Box* Los Altos, CA
Systems Manager, Technical Operations June 2011 - July 2012

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, and more sleep for the group.
- Led the operational automation efforts, with an initial goal of deploying a new server into a fleet in under 45 minutes. Other applications of the automation framework include tying higher order workflow in to reduce manual efforts.
- Led a tech refresh of our http server stack, improving security and removing all technical blockers to a frequently requested customer-facing feature.
- Planned and executed on a tech refresh of the long-overlooked operating system stack, upgrading to Scientific Linux 6 from a mixture of CentOS 5.x versions, resulting in improved security, resiliency and serviceability.
- Rapidly deployed a global network of upload acceleration systems to improve performance for international businesses, creating long term engineering plans using those PoPs for further improvements.

- **hi5 Networks, Inc.**

San Francisco, CA

- **Director of Technical Operations / Engineering Manager**

March 2010 - June 2011

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 markets. Ran a team of 9 engineers, analysts and administrators, handling everything from day-to-day site operations to operations planning and strategy.

- Filled a leadership void in a talented team of engineers and in a few months restored the crucial relationship between operations, engineering and business.
- Planned and executed a colocation consolidation project designed to reduce costs in the short term while providing a clearer path to site expansion and full site redundancy in the longer term. The move involved the entire site hardware stack, including storage networking, high performance storage solutions (EMC, NetApp), databases (both postgres and Microsoft SQLServer), caches and applications, and supporting infrastructure.
- Guided the transition from a Java / Open Source stack to Microsoft technologies, avoiding downtime (planned or unplanned) and maintaining expected performance without cost overruns.
- Moved the procedural handoff of source code closer to engineering, maximizing engineering's focus on delivering software while smoothing the process of shipping proprietary applications from engineering to the site's infrastructure and the end user.

- **Release Engineer / Senior Jon Beckham**

October 2008 - March 2010

Brought on to take over all process and components used to build and release software to run a global top 20 website, with over 60 million unique visitors per month. Reduced risk and costly process overhead while increasing transparency and feedback between the running systems and the development organization.

- Shifted engineering expectations to allow a move from monthly releases to near-daily releases, reducing the time between product implementation and deployment. This resulted in safer releases with rapid returns on user engagement, system performance and stability, and business goals.
- Encouraged more instrumentation to be built into the system (both software and system monitoring), allowing changes to feed back into the daily decision-making process.
- Emphasized the need for all product changes to be publicized to all stakeholders and to be tracked in an easily indexed manner, both for coordination and planning and for analysis of behavioral changes in the system and userbase.

- Responsible for working with business development, advertising, site operations and engineering to meet the requirements of all groups while keeping product performance and stability at exemplary levels.
- Significantly contributed to the analysis of data gathered from the running system, both for post-mortems and regular system health monitoring.
- Responsible for creating, maintaining and evolving engineering tools to maximize engineering productivity.

- ***Reflex Security, Inc.***
Utility Infielder

Atlanta, GA
March 2004 - February 2008

Hired early in the lifecycle of the company, improved and supported development, support and sales. Developed modular, automated system for detection of faults in production network security system. As the production system evolved, the automated test harness evolved in lockstep to provide constant feedback to the development effort and protection against system faults.

- Quality Assurance Lead
 - * Led team of four, running both manual and automatic tests to ensure a quality product.
- Developer
 - * Implemented improvements and updates to the system management interface.
 - * Added support for various new hardware devices into production system.
 - * Conceived, designed and implemented internal systems to meet business needs including licensing and rapid product manufacturing.
- Security Analyst
 - * Analyzed threats to customer and internal networks, suggested mitigation strategies and potential design improvements.
- Systems Administrator
 - * Designed / deployed network infrastructure.
 - * Implemented adjustments as required by business needs.

- ***Georgia Institute of Technology, Office of Information Technology, Information Security***
Tech Temp

Atlanta, GA
September 2003 - March 2004

- ***Stickdog Telecom, Inc.***
Programmer

Vienna, VA
Summer 2000, Summer 2001

Education

Georgia Institute of Technology

Atlanta, GA

B.S., Computer Science, 2007

Words

- **Leader:** Team and employee cultivation, hiring and maintaining culture in hypergrowth, lean operations/automation, building consensus
- **Operations:** Databases (MySQL, SQLServer, Postgres), MemCache, System Management (Puppet, CFEngine, SCCM), Monitoring (Nagios, Hyperic HQ, SCOM), Cloud Stuff (Azure, EC2), Virtualization Stuff (VMWare, SCVMM, xen, UML, KVM), Scaling, Hadoop
- **Programming:**
 - Fluent: Python (pyrex, scapy, jython)
 - Familiar: Java (and just a touch of Scala), PHP, Ruby

Note: From Feb '08 through Oct '08 I hiked the Appalachian Trail; pardon the employment gap.