

# Maxwell Spangler

Platform Engineer / Cloud Operations / DevOps Engineer / Linux Systems Administrator / SRE

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Linux Platform Engineer with a diverse background including platform management, production operations, on-call incident response, quality assurance, software development, and technical documentation.

## Experience

### Platform Engineer, Pinnacol Assurance, Workman's Compensation Insurance Provider

Denver, Colorado, November 2024 -

- Refined process, tooling, and documentation for upgrading fleets of Linux VM nodes to save hours in labor cost.
- Advocate for positive change in a legacy environment

### Professional Development Break

Denver, Colorado, October 2019 – October 2023

- Achieved Amazon Web Services Cloud Practitioner and AWS Solutions Architect Associate certifications.
- Created Infrastructure-as-code to provision a home lab and personal workstation using modern techniques. [See GitHub]
- Trained in Python programming and started developing personal projects in Python as my primary development language.
- Currently training in containers and Kubernetes before continuing on to Ansible and Terraform.

### DevOps Engineer, Oracle

Boulder, Colorado, February 2014 – October 2019

Engineering and problem-solving to support the production operations of Oracle's social media engagement products with a focus on a big data pipeline that processed billions of social media messages annually.

- Planned & managed patching for MELTDOWN/SPECTRE vulnerabilities without interrupting live services on 750+ nodes.
- Created infrastructure-as-code in the form of Chef cookbooks to provision nodes and deploy applications.
- Designed, deployed & operated a Graphite metrics cluster handling > 6 million metrics per minute from thousands of clients.
- Increased service health observability by creating custom Grafana dashboards used by management, ops & developers.
- Wrote complex scripts to automate technical tasks to reduce or eliminate employee labor requirements from activities.
- Led efforts to diagnose and resolve several challenging production OS, hardware, network, storage and service issues.
- Deployed effective internal and external monitoring systems to greatly improve identification of Sev. 1 network incidents.
- Resolved network obstacles by collaborating with network & security teams to find effective and compliant solutions.
- Created detailed documentation with compelling diagrams to empower teammates to collaborate on support responsibilities.
- Planned migration of data center based metrics services to Oracle Cloud as part of larger cloud-based migration project.
- Collaborated with remote teammates in four US time zones and three countries from a hybrid office/home work environment.
- Diligently responded to on-call alerts to resolve issues and keep services running on over 1600 remote Linux server nodes.

## Technologies

### Cloud

Amazon AWS (Solutions Architect), Oracle Cloud (OCI)

### Linux & Unix

Linux (Fedora, Red Hat Enterprise Linux (RHEL), Oracle, CentOS, Rocky, Debian, Ubuntu), Unix (SCO)

### Virtualization

Oracle VM (Xen), ProxMox

### Scripting & Coding

Bash (Shell), Python, Ruby, Progress 4GL

### Infrastructure as Code

Chef, Test Kitchen (Chef), Vagrant

### Automated Provisioning

Kickstart, PXE Boot

### Databases

Progress relational database

### Monitoring & Alerting

Oracle Enterprise Manager (Internal monitoring), Thousand Eyes (External monitoring), PagerDuty (Alerting)

### Metrics

Graphite, Grafana Dashboards

### Workflow Ticketing

JIRA, JIRA Query Language (JQL)

### Documentation Tools

Confluence Wiki, mkDocs, Draw.io, Visio, LibreOffice

## Professional Credentials

AWS Certified Cloud Practitioner (2021-2024)

AWS Certified Solutions Architect - Associate (2021-2024)



## Interests

I love to travel and explore, buy books for my home library, spend time with my friends and their dogs, and go car camping in the mountains. I've been a SCUBA diver since 2001 and became a PADI SCUBA Instructor in 2004.

## Past Experience

### Enterprise Systems Test Engineer, Hewlett-Packard

Fort Collins, Colorado, Contractor, August 2010 – July 2013

Tested in-development enterprise server platforms (combinations of hardware, firmware, and Linux operating systems) before and after commercial product release. Developed standards for testing programs, wrote test plans for new product versions, built and operated test lab infrastructure and systems under test, executed tests, and reported test failures in detail for resolution.

- Planned, built, and deployed a 24-rack test lab, within an 800+ rack data center, that was successfully used for years.
- Self-trained as needed in multiple enterprise technologies such as HP Integrity servers and Storage Area Networks (SANs).
- Designed a web-based test plan management application that enabled engineers to work smarter for increased productivity.
- Refreshed a testing guidebook that defined specific goals for testing and established standards for testing procedures.
- Organized and completed platform testing for an 8-socket server model update on schedule despite short staffing at HP.
- Created technical and graphical documentation of lab resources, networking, testing procedures and configurations.
- Supported remote teams in China and India to continue testing of lab resources for sustaining platform support.
- Created and operated lab infrastructure to enable Linux kernel development teams to access private development resources.
- Trained other engineers and developers on technologies such as KVM virtualization, and SR-IOV (HW to VM) device sharing.

### Consultant, Rocky Mountain School of Expeditionary Learning (RMSEL)

Denver, Colorado, March 2010 – present

Technical consulting and engineering services for more than ten years in collaboration with a small team of paid and volunteer staff to transform this school's computing and network infrastructure into a modern, productive environment.

- Re-engineered and upgraded wired and wireless networking to support modern wireless-driven multi-platform clients.
- Deployed low-maintenance Linux based desktop environment with 85+ nodes sharing central storage.
- Created detailed documentation and diagrams of switch racks for on-going support and maintenance activities.

### Co-Manager, Serena Restaurant and Bar

Research Triangle Park, North Carolina, March 2005 – September 2008

Partner in a project to rework an existing but poor-performing restaurant into a new concept. Created new branding, menu items, and customer experience. Developed website and printed marketing content. Managed staff, vendors, quality control, inventory, cost management, and customer service for upscale clientele from companies like Lenovo, IBM, NetApp, and Burt's Bees.

- Built complex financial model for food costing & menu analysis to focus sales on high-profit, high-volume menu items.

### Software Developer / Database Administrator / Unix Systems Administration, GPLS, Inc.

Omaha, Nebraska, January 1999 – June 2004 (Remote position)

Full life-cycle software developer and production operations for a critical work management system driving the field work of over a hundred employees as they mark and protect underground gas, electric, fiber, and other materials to prevent damages during excavation. Sole ownership of the product development and operation of this system using direct input from executives, managers, and end-users to develop new features, optimize performance, and maintain high uptimes.

- Remotely managed and supported multiple critical Unix systems four states with minimal service interruptions.
- Developed software that exceeded our competitors' systems for features, effectiveness, reliability and user satisfaction.
- Used Progress DBA best practices to keep databases in prime health for optimal performance on limited hardware.

### Applications Programmer / Database Administrator / DBA / Unix Admin, One Call Concepts, Inc.

Hanover, Maryland, January 1993 – November 1998

Developed and operated multiple installations of work ticket management system for daily business operations. Provided remote end-user and on-call support for USA and Canada based deployments.

- Re-designed the application's most important query feature to cut ticket search times from 20 minutes to less than 1 second.
- Developed software to support a quality-based employee bonus system with per-employee dynamic work tracking periods.