Patrick Heckenlively

Site Reliability Engineer / DevOps Developer

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SKILLS

Go (Programming Language), C (Programming Language), Perl, Bash, SQL, HTML, XML, CSS, Groovy, Git, SVN, CVS, RCS, SQLite, MySQL, DB2, PostgreSQL, Oracle, GCP, AWS, Chef, Ansible, Terraform, and Linux / UNIX

EXPERIENCE

Circonus, Malvern Pennsylvania (remote) - *SRE*

November 2020 - December 2023

- Supported Go, C, and Perl based Linux applications hosted in AWS EC2 and GCP GCE.
- Managed Fastly CDN.
- Managed internal and external TLS certificates.
- Managed cloud load balancers.
- Managed domains and cloud DNS.
- Developed VersionHub web application and micro service in Go.
- Developed Secure Enclave / TPM based VPN solution for OSX using Swift, Go, and openvpn for MacOS.
- Developed IngestionMon using Go to monitor ingestion latency in key customer metric databases.
- Developed out of band monitors to cover edge cases in Circonus core monitoring using Go.
- Infrastructure was managed using Chef, Ansible and Terraform.
- Developed support for Prometheus and OpenTelemetry brokers for IngestionMon.
- Part of 24/7 on call rotation.

Tech Mahindra, Lansing Michigan - *Operations Lead*

December 2019 - November 2020

- Doing all the previous functions for Jackson National Life as a contractor.
- Due to smaller team size, picked up support for the technologies below.
- ElasticSearch (Elk/Kibana) centralized logging.
- Dynatrace Appmon - APM Application Performance Monitoring for Java applications.
- Cloudera Hadoop cluster management.
- IBM MQ.
- Entrust public certificate management.

- Akamai CDN configuration.
- Part of 24/7 on call rotation.

Jackson National Life Insurance, Lansing Michigan - *Web Engineer II*
April 2014 - December 2019
- DevOps engineer with a web focus.
- Supported Jackson's on prem cloud (300+ applications across 5 environments and 1400+ VMs), including: F5 load balancers, Apache web servers, JBoss / WebSphere application servers.
- At Jackson, F5, Apache, JBoss, and Websphere configurations are managed via Bitbucket repos, and are deployed using Jenkins pipelines.
- Monitored and tuned applications using ElasticSearch, Dynatrace, and Introscope.
- Automated deployment of Apigee Products, Proxies, Shared Flows, KVMs, and Developer apps using Jenkins, Artifactory, and Automic ARA.
- Delivered IaC project to automate management of Apigee API Gateway clusters using BitBucket, Jenkins, Artifactory, and a Go based configuration deployment tool.
- SME for application deployment automation using Automic ARA. Application types deploying include: JBoss, Websphere, Windows, Batch Jobs, DB2 DDL, and DB2 Stored Procedures.
- Automated application onboarding and maintenance functions in ARA through API calls to SOAP interface to reduce manual work, and to provide repeatable processes.
- Configured Nagios monitors to send events to BMC Truesight to create incidents in BMC Remedy.
- Delivered IaaC project to audit the configuration state of all JBoss clusters using Perl and DB2 database.
- Administer BitBucket, Crowd, Jira, SonarQube, Jenkins, and Artifactory.
- Part of 24/7 on call rotation.

Northrop Grumman Information Technology, Battle Creek Michigan - *Senior Web Administrator*
January 2007 - April 2014
- Responsible for CERT compliance and overall security posture of all Apache based websites in the organization.
- Received commander's coin in recognition of contribution to EDC (Enterprise Data Center) migration to DISA (Defense Information Systems Agency).
- Monitor web server logs for attacks.
- Participant in COOP (Continuity of Operations Plan) Team.
- Apache subject matter expert to other teams in the organization.
- Wrote system support programs, primarily in Perl.

Northrop Grumman Information Technology, Battle Creek Michigan - *Emerging Technologies*
January 2003 - January 2007

- Senior technologist for the DRMS team.
- One of two Senior Technical Advisers to DRMS on multi-million dollar DAISY inventory application conversion.
- Primary support for DAISY websites world wide.
- Built security scanner to track security incidents on DRMS web sites world wide, using MySQL, Perl, and SSH.
- Wrote Apache module in C to support custom access to DRMS website.
- Update DRMS web sites as needed in response to GTF-GNO and other CERT taskings.

EDUCATION

University of Nebraska - Lincoln, Lincoln Nebraska - *Master of Science in Applied Mathematics*

Hillsdale College, Hillsdale Michigan - *Bachelor of Science in Mathematics*