

GREG ROY

greg@gregsplace.cc, Nipissing First Nation, ON

SKILLS

- Site Migrations
- SWOT Analysis
- Technology Uplift
- Recombinant Teams
- System Design & Architectural Transformation
- Incident Management Workflow
- Steady State and Resiliency Doctrine

PROFESSIONAL SUMMARY

Seasoned Engineering Manager offering expertise managing strategic initiatives and tactical improvements as it pertains to cloud, hybrid and on-prem stacks. As a talent magnet, I bring both personal and collaborative group thought to bear on desired resilient results.

EXPERIENCE

Engineering Lead Manager, Aug 2018 - Sep 2024

Index Exchange, Toronto, ON

- Joined Index as ELM to seed, define and grow specialized teams focusing on database platforms, developer experience and operational excellence
- Designed and developed oncall Standard Operating Procedures.
- Organized OpEx reporting metrics for systems under direct purview including all preproduction environments.
- Collaborated with Dev community to produce rapid POC environments.
- Ongoing eval of procedures to ensure timely tactical delivery
- Coordinated activities among NOC, Dev, Ops to ensure coverage of nonprod and fresh production component delivery
- Provided risk assessment reports and strategic analysis on green field initiatives
- Established periodic SWOT analysis amongst wider teams to flesh out probabilities for experimental success
- Mentored junior engineers, providing guidance and support in their career development.
- Grew team from 15 engineers to 35, managing up to 21 at peak.
- Stack components: Go lang, perl, Apache, MariaDB/Galera, Postgresql, Hadoop, Vertica, Gitlab EE, Redis, ESXi, AWS based components, managed via Gitlab pipelines, Ansible, Terraform

Manager, Infrastructure Operations & DevOps, Jul 2017 - Aug 2018

BiblioCommons

- Mandated to evolve and build the DevOps team to best support Dev, QA and Product teams. This resulted in adhering to Kanban workflow, building out non-prod environments and developing pipelines of code escalation for release management to be used by each division.
- The team consisted of 4 individuals, half remote, have in-office
- Stack components include NERF, Tomcat, Rails, Jetty/Java, Postgresql, Mysql, Mongo, Solr, some on prem, some in AWS managed with Chef, Ansible, Cloudformation

Senior Manager, Infrastructure Operations, Mar 2015 - May 2017

Sysomos

- Led the DevOps and Operations teams to drive successful releases to production
- Maintained 2 physical data centre environments and AWS infrastructure with a team of 10
- Organized the team into rotating membership to different product development teams to maintain constant exposure to Sysomos products

- Produced the framework for automating vital internal services from provisioning bare metal and virtual machine instances to code deployments to self healing services
- OSS technology stack based on Nginx, Tomcat, stand-alone java, Solr, Hbase managed via Puppet.

Senior DevOps System Engineer, Oct 2012 - Mar 2015

eBay Canada

- Joined eBay as first team member of Canada Site Operations team to lead site migration of eBay Classifieds – Kijiji Canada
- Working directly with the Canada Product Development team, onboarding additional DevOps team members, integrating them and constructing their daily routines around the Agile framework adhering to Agile Scrum and Kanban methodology
- Built out the Production, Load and Performance, UAT, QA, SIT-CI environments consisting of Tomcat, MySQL, Solr, Hadoop, Riak using Puppet 2.7 and Debian Wheezy, migrated to Puppet 3.6 and Ubuntu 14.04.

Senior Systems Administrator, Jan 2011 - Jun 2012

Nerve Gaming Inc.

- Recruited by Nerve Gaming to migrate and scale a Facebook game to the cloud
- Reproduced production environment in a vSphere 4.1 setting including vRouters based on VRRP, vFirewalls based on Pacemaker Netfilter, vLoad Balancers based on HAProxy and Pound, session aware HTTP services based on IBM HTTP, EJB WebSphere AS 7.1, WebSphere MQ and MySQL 5.5 replication cluster
- End result was the ability to seamlessly upgrade any aspect of the site without affecting user experience and scalability on the front, middle and back ends
- Gathered metrics with ntop, snort, BASE, MRTG and Cacti to cover IDS and traffic analysis needs

Senior Systems Administrator, Jun 2009 - Apr 2011

VeriSign Inc.

- Joined VeriSign as a limited term employee to manage the Toronto site shut down
- As a quasi contractor within the organization, duties included back filling IT knowledge gaps in the Service Delivery of subsidiary M-Qube
- Supported RHEL Cluster networks running Resin, Jboss 5 and IIS 8/ASP.Net 3.0
- Backends included MySQL 5.0 NDB and MS-SQL 2008 Enterprise Cluster
- Managed data center gear including router (Juniper and Cisco) configs for site-to-site IPSec VPNs, FreeRadius AAA services and provisioning EMC SAN storage slices.

Senior System Administrator, Jan 2008 - Jun 2009

IBM Canada

- Contracted to provide 3rd level support to fellow IBM SysAdmins and customer IT teams performing Root Cause Analysis and data center wide change management
- Performed as 'team of one' to address complex technical issues encountered by colleagues in security management of customer systems
- Liaised with management team to resolve issues encountered by Unix Steady State support team to meet acute deadlines
- Enforced security policy initiatives with the development of custom software tools to meet ongoing audit compliance.

Systems Administrator, Oct 2007 - Dec 2008

IBM Canada

- Contracted by IBM to join Managed Security Solutions team in supporting customers using Tomcat/JBoss/Resin servers in Linux environments
- Provided technical expertise in creating a qa/staging/uat environments using VMWare ESX 3.5
- Introduced methods for scaling connections from front-end Apache2 to middleware Jboss/Resin to back-end Oracle10g and MySQL replication cluster
- Led clustering initiative to migrate from Oracle10g stand-alone to Oracle10g RAC in a multi-path IO SAN setting
- Extended contract to maintain department infrastructure, security audit compliance, and 4th Tier support to SSD analysts and architects.

Senior Systems Administrator, Jul 2006 - Aug 2007

Groove Media Inc

- Joined Groove Games as Senior Systems Administrator to assist in the design, build and implementation of an online skill gaming site called skillground.com
- Designed Jboss, Tomcat and Apache stand-alone and load-balanced servers
- Evolved existing stand-alone Oracle 10g DB non-RAC to Oracle 10g RAC and ClusterWare balanced back-end cluster
- Developed Backup scheme for both the retail gaming island-site and internal corporate offices using Rsync and Cygwin
- Built Snort IDS boxes using BASE analysis engine
- Automated bandwidth use/QoS levels using switch hardware and Ntop, ssh forwarding + X-Windows to Windows app publishing, architected Linux/Windows single domain authentication
- Maintained build release and project management software using Perforce and Tortoise/SVN
- Maintained JIRA Bug Tracker, Subversion, Perforce, and DNS services
- Maintained and improved internal monitoring of server service ports, WAN/VPN connectivity and daily logwatch output related to various security and common practice implementations.

Senior Systems Engineer, Jun 2004 - Jul 2006

Flight Centre

- Provided Enterprise worldwide support as Senior Systems Engineer and Server Infrastructure Administrator
- Designed full project plans with lifecycle requirements, supporting documentation and functional testing of cluster designs (Linux and Windows), LAN/WAN/VPN infrastructure component selection and design, SAN/NAS storage management and Server enterprise backup and Disaster Recovery
- Supported multiple in-house software apps required for specialized accounting, web based and client/server based as well as fare booking engine applications, front and back ends
- Produced documentation, training material and trained colleagues.

Hewlett Packard (contract), Jul 2002 - Jan 2003

- Contracted to HP to perform software assessment and deployment of new Desktop and Server OS' for Unilever International
- Assigned as Query Designer to the Project Manager
- Liaised between Business Unit managers and the PM to identify, classify and resolve application and hardware migration issues
- Provided reports to the PM on license counts, man hour reports and conversion/upgrade status reports by following up with international site operations staff
- Designed desktop and server images based on obtained specifications and software license adherence with client requirements.

enTrac Technologies Inc., May 2001 - Jun 2002

- Joined as sole Network and Infrastructure Administrator for this organization
- Position evolved to QA Analyst, Deployment Technician
- EnTrac creates a hardware/software client/server solution for card reader based financial transactions
- Built test cases for use in testing against a Kinko's customer site
- Deployed to 52 sites spanning multiple cities across North America to deploy Kiosk based Card Reader "ExpressPay" Point-Of-Sale networks at retail Kinko's stores
- Provided all in-house support for WhiteDwarf embedded Linux development team in QA and Staging environments.

Skills Upgrade, Jan 2001 - Apr 2001

(certification coursework)

- Attended Linux Professional Institute Certification lectures in pursuit of LPI designation
- Primary focuses of discussion included Linux Samba into Active Directory, Sendmail as a Secure Relay, Utilizing Cyrus IMAPD in place of Exchange, transparent DHCPd, Linux Routing and Firewalls using IPChains, BIND 9 Zones, and Linux Security: Ethereal and Snort IDS Rulesets.

Ontario Securities Commission, Dec 1998 - Oct 2000

- Y2K compliance project initially required a 2nd level Support position
- This evolved into Project Manager role
- Projects included OS/2 Warp 3 conversion in favour of NT 4.0 Server, new domain setup
- Token Ring retired in favour of new Cisco based Ethernet 100 network, new IBM WorkStation hardware, Cisco Catalyst Switch hardware deployment projects
- Subprojects included assisting departments in office renovation from an IT perspective (VLAN membership, drop moves, change management/helpdesk report), Nortel VoIP pioneer project.

Workplace Safety and Insurance Board, Apr 1998 - Dec 1998

- Member of contract team/staff of 8 during Y2k project
- Learned the required addressing scheme used by z/os 390 terminals in public affairs
- Led the decommissioning of legacy DEC Unix and reassignment of VTAM/DEC physical network and infrastructure to Hamilton WSIB Offices
- Deployed 3000+ physical workstations during project lifetime.

Team Leader of Client Support Services, Sep 1996 - Apr 1998

Digital Equipment of Canada

- Team Leader of Client Support Services for the multi-vendor outsourced Call Centre staff of 12
- Introducing new staff to the Call Centre etiquette and software and telephone use
- Populated Knowledge Base use and produced weekly ACD reports
- Provided the call centre Director with reports on staff reports, call analysis and staff costing issues
- Performed testing on multiple vendors PC, Network Design for intranet knowledge database population.

EDUCATION

Canadian Institute of Business, Sarnia, Ontario, January 1995

Enrolled in this 1 year program to study VB and C programming. Course coverage included VB for Applications programming under MS-Office Applications (Word, Excel, Access), and MS Visual Basic 2.0 Microsoft Courseware and Turbo C.

Enrolled in 2nd 1 year program to study Network Administration. Course coverage included Netware 3.12 Administration I, and II, Windows NT 3.51 Domain Administration. MS Courseware included Windows NT 3.51 Workstation, NT Server, TCP/IP Fundamentals and Networking Essentials I, and II.