

DANIEL A. RAMALEY

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Experience

- **Systems Administration, Accretive Technology Group**—Remote, USA
Site Reliability Engineer: February 2023–present
Part of a team that builds and maintains servers at scale in a high-availability environment.
 - Write and maintain automation using Puppet.
 - Write fully automated script to upgrade Docker Swarms without downtime.
 - Refine automated notifications to produce only meaningful and actionable alerts.
- **Software Engineering, Datto**—Remote, USA
Senior Site Reliability Engineer: July 2021–February 2023
Part of a highly collaborative team that maintains the integrity of the systems that run Datto’s core product at exabyte scale.
 - Deploy and maintain clustered servers using Ansible.
 - Create new and maintain existing Ansible roles, migrate Salt to Ansible.
 - Develop and document processes, refine existing documentation to be more comprehensive.
 - Build new metrics and alerts, modify existing metrics and alerts as business needs evolve.
- **Information Technology Services, Drake University**—Des Moines, IA, USA
Systems Engineer 2: August 2018–July 2021
 - Responsible for over 100 Linux servers.
 - Ongoing work with Ansible:
 - * Wrote over 30 roles to automate application installation and configuration.
 - * Successfully contributed pull requests to the Ansible MySQL and Nagios modules.
 - Successfully lobbied management to migrate from RHEL to Debian, where possible.
 - Ongoing mentorship and training of both colleagues and customers.
- **Drake Technology Services, Drake University**—Des Moines, IA, USA
Server Engineer 2: August 2014–August 2018
 - Responsibility for:
 - * 70 Linux servers, 10 Solaris zones, and 2 Oracle Database Appliances.
 - * VMware ESXi virtual environment hosting Linux and Windows servers.
 - * Configuration management and infrastructure automation using Ansible.
 - * Set up and maintenance of servers for a new academic program in Data Analytics.
 - * Help set up a new off-site data center for reliability and disaster recovery.
 - * Rearchitect basic infrastructure such as DNS, e-mail flow, and Nagios monitoring systems.
 - * Assume mentorship role to teach Unix/Linux skills to both faculty and staff.
 - Project Management:
 - * Completed migration from Solaris to Linux.
 - * Proposed major upgrade of Drake’s LDAP infrastructure, sought approval, then implemented it with no downtime.
 - * Planned and implemented regular patching and maintenance schedule.

- * Planned and completed Red Hat Enterprise Linux 6 to 7 migration.
- **Office of Information Technology, Drake University**—Des Moines, IA, USA
Network Engineer 2: November 2009–August 2014
 - Lead installation, maintenance, migration to and from, monitoring of, and documentation of most of Drake’s key services (with up to 30,000 active users), including:
 - * Basic network services such as DHCP, DNS, NTP, and LDAP.
 - * Several bespoke applications to provision accounts, provide a self-service Password Gateway, and *NetReg*, the network registration system.
 - * 40 Linux servers and 30 Solaris zones.
 - * Citrix XenServer virtual environment hosting 40 Linux and 65 Windows servers.
 - * Messaging/Collaboration services: Office 365, Google Apps for Education.
 - * Web services leveraging multiple technologies such as the Terminal Four CMS, Apache, Tomcat, and Nginx to create Drake’s various online presences.
 - * Multiple WordPress network installations used for teaching, training, and news.
 - * Campus-wide backups for both servers and desktops.
 - Trained other staff:
 - * Co-developed a course on Git version control and helped train 6 developers.
 - * Developed and taught a short course to teach 12 people basic Unix/Linux usage.

Education and Certifications

- **Red Hat Enterprise Linux Certifications**—#120-134-804
Red Hat Certified Specialist in Linux Diagnostics and Troubleshooting
Red Hat Certificate of Expertise in Server Security and Hardening
Red Hat Certified Engineer (RHCE)
Red Hat Certified System Administrator (RHCSA)
- **Drake University**—Des Moines, IA, USA
Bachelor of Science in Computer Science and in Mathematics, Minors in Art and in Physics, 2001
Bachelor of Fine Arts in Painting, Concentration in Sculpture, 2006

Skills

- **Operating Systems:** Linux (Debian, Red Hat, Ubuntu, etc.), OpenBSD, Solaris, Mac OS X
- **Computer Languages:**
 - Proficient in Perl, Unix Shell, Regular expressions
 - Familiar with C/C++, CSS, HTML/XHTML, SQL, PHP, Python, \LaTeX
- **Tools and Systems:**
 - Proficient in Ansible, Apache, AWX, Bind, DHCPD, NTPD, LDAP, LVM, MySQL, Nagios, Nginx, Postfix, rsync, SSHD, Samba, WordPress
 - Familiar with Atlassian products (Confluence, Jira), Avamar, btrfs, building packages (DEB and RPM), DNSSEC, DNS SPF, Docker, Ganeti, Git, HAProxy, IPv6, iSCSI, Kubernetes, NFS, Orchestrator, PostgreSQL, Puppet, quotas, SAN, SELinux, Solaris Zones, Terminal Four CMS, Tomcat, Varnish, ZFS

Achievements, Activities, and Interests

- Mensa lifetime membership.
- Consistently receive above-average performance reviews and salary increases.
- Presented *Ansible for Quick Deployment and Configuration* at IAICU IT Conference (2019).
- *B-Sides* art exhibition, Anderson Gallery, Des Moines, IA, USA (2005).
- Awarded Eagle Scout Rank, Boy Scouts of America (1995).