Nick Dumas

DevOps Engineer · Systems Engineer · System Administrator · Developer

Github: therealfakemoot   Linkedin: Nick Dumas

Experience

DevOps Engineer   [REDACTED]
[REDACTED]   2020 - 2024

- Remediating outages as part of an on-call rotation, working with management + stakeholders to prioritize recovery efforts
- Preventing repeated outages through post-mortem analysis to refine procedures and clarify ownership of features
- Preempt service disruptions by implementing Datadog APM for .NET, C#, Golang applications
- Guarantee responsiveness and quality of user experience with synthetic monitoring on user-facing resources
- Design and build CI/CD and hosting infrastructure to support developer projects using Terraform, Helm
- Defined and monitored key SLOs such as availability, latency, and error rates using Datadog's observability tools.
- Established alerting thresholds and proactive monitoring strategies to maintain high service reliability and meet performance objectives.

Systems Engineer/Administrator   [REDACTED]
[REDACTED]   2018 - 2020

- Maintain Vsphere hosted applications
- Triage outages, communicate with vendors
- On-call rotations

Digital Application Analyst   [REDACTED]
[REDACTED]   2016 - 2016

- Document features, escalation policies, remediation procedures for new products
- Direct technical support for journalists using internal CMS
- Managing branded content activations

Tier 1 Support   [REDACTED]
[REDACTED]   2015 - 2018

- Technical support with cPanel, Wordpress, and custom websites, nginx/apache
- Email server administration

Projects

Personal

My Blog   https://blog.ndumas.com
Hugo, Caddy, DigitalOcean

Self-hosted site metrics   https://analytics.ndumas.com
Plausible Analytics

- I chose Plausible because it anonymizes its collection sufficiently that GDPR doesn't apply, meaning no pop-ups.

go-quantize
Owner

- Just a simple go library that does arbitrary integer interpolation, e.g. mapping uniformly distributed inputs from (0, 1) to (95, 172). Needed it for generative art projects.

Work

[REDACTED] k8s clusters
Lead   Feb. 2019 - Q3 2020

- Used kubespray and some bespoke terraform code to stand up production, dev, and staging environments

nginx caching   [REDACTED]
Owner

- Use nginx reverse-proxies to conserve bandwidth on shared hosting servers
- Benchmarks showed about 20% bandwidth reduction in the general case with some >70% outliers

Skills

Languages	Go, Python, bash, terraform

AWS

EC2	Manual and IaC management of instances, troubleshooting live applications, monitoring and observability
SQS	Transport layer for event-source records of customer accounts/actions, throughput monitoring for health checks
EKS	IaC deployments of multi-env .NET/C\# applications, OTEL APM
Lambda	Ad-hoc monitoring of rabbitmq instances, Configuration archival/replication w/ S3
S3	Image/static asset origin, deep storage of logs in Glacier
IAM	IaC role deployment and management for machine users

Education

[REDACTED]   [REDACTED]

HIGH SCHOOL DIPLOMA   August 2004 - May 2008