

# Jacob Helwig

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<https://technosorcery.net/about/me/>  
Portland, OR

## OPEN SOURCE WORK

- ◇ **Packer**  
Feature enhancement & code review.
- ◇ **Puppet, Facter, Puppet Dashboard**  
Former core developer & maintainer.
- ◇ **Perl 5 Core**  
Bug fix to the debugger.
- ◇ **Git**  
Documentation

## WORK EXPERIENCE

- ◇ **Principle Software Engineer**, Puppet  
Portland, OR (November 2017 – Present)
  - Mentor junior developers on software development, and the Puppet code base.
  - Define project scope, and coordinate work across teams.
  - Coordinate collaboration with, and review of outside open source contributions to Puppet.
- ◇ **Senior Software Developer - DevOps**, InQuicker (a Stericycle product)  
(Remote) Portland, OR (March 2016 – November 2017)
  - Introduced system and service level monitoring with dashboards and alerting to improved visibility into resource usage, and decrease time required to diagnose issues.
  - Worked with application developers to add monitoring and metrics to back-end processes to decrease time required to identify and diagnose issues with customer integrations.
  - Worked with customers to design and implement HIPAA compliant interconnections including VPN and network configuration.
- ◇ **Senior Operations Engineer**, LivingSocial  
(Remote) Portland, OR (December 2014 – March 2016)
  - Designed and implemented support for multiple environments in deployment and monitoring infrastructure.
  - Created and maintained custom packaging of software on CentOS allowing teams to utilize tools not normally available on the platform.
  - Provided domain-specific knowledge and expertise to other development teams to aid in diagnosing and analyzing production errors.
  - Designed road map for transitioning from physical infrastructure to a Docker based application development and deployment work flow to more quickly scale capacity and allow for task-specific environments.
- ◇ **Platform Engineer**, Elemental Technologies  
Portland, OR (November 2012 – December 2014)
  - Designed and implemented a method for offline rollback of product versions, including system package requirements to allow for product and operating system rollbacks in isolated network environments.

- Designed and implemented a method for offline operating system upgrades of appliances in isolated network environments.
- Created and maintained custom packaging of software on CentOS, RHEL, and Ubuntu allowing teams to utilize tools not normally available on the platform.
- Designed a way for customers to manage native operating system provided network interface bonding through the product UI and implemented the back-end for the feature, allowing customers more resilient and higher bandwidth connections.
- Designed and implemented back-end for allowing users to manage VLANs on appliance interfaces via product UI to support more complex network environments.
- Improved customer experience when doing a clean appliance install by creating a guided instructions and prompts through a custom syslinux menu for preparing the kickstart/preseed install of CentOS, RHEL, and Ubuntu.
- Reduced time spent managing and verifying topic and feature branch merges by transitioning all development repositories from SVN to Git.
- Designed and implemented a way to ensure product and operating system version builds are reproducible through time via snapshotted mirrors of all used CentOS, RHEL, EPEL, and Ubuntu package repositories.

◇ **Software Developer and IT Operations**, Byngo  
(Remote) Portland, OR (January 2012 – October 2012)

- Back-end and API developer.
- Design and implement all infrastructure (email, computing resources, etc.).

◇ **Open Source Team Lead**, Puppet Labs  
Portland, OR (August 2010 – December 2011)

- Ensured a balance of internal development priorities, and maintaining active communication and engagement with the Puppet Open Source community.
- Designed and implemented a fast-tracked, fully self-contained stack for all Puppet components included in Puppet Enterprise for CentOS, RHEL, Debian, and Ubuntu.
- Increased community awareness and involvement in core Puppet development by leading hackathons.

SELECTED

VOLUNTEERING

◇ **PDX Hackathon**, Portland, OR (August 2010 – December 2015)  
Co-organizer of the weekly coder's social in SE Portland.

◇ **Open Source Bridge**, Portland, OR (2010, 2011, 2012)  
Content Selection Committee, and various volunteering before, during, and after the conference.

◇ **Ignite Portland**, Portland, OR (IP10, IP11)  
Technology Coordinator