
Neal Connor

nealconnor.org

neal@nealconnor.org

+1 781 859.9151

17 Alton Street

Arlington MA 02474

Overview

Roll-up-the-sleeves work ethic – energetic curiosity – tireless research – customer dedication – compassionate leadership – precise detail – communication – passion for technological progress – platform agnostic and egalitarian

Experience

Senior Technical Operations Engineer

TripAdvisor LLC (July 2015–Present)

Provide senior infrastructure sysadmin resource on a team of ten for the world's largest travel site in four data centers. Mentor junior staff, manage relationships with development and business teams.

Accomplishments include:

- Design and deploy Suricata-based IDS globally (42 taps) including rules management and ELS-based reporting and alerting
- Build and manage internal production hosting environments for acquisitions and experimental groups
- Participate in global kubernetes production and dev deployment, migration, and management
- Redesign and manage JIRA ticket queue flow and process to centralize problem management

Director of Technology Operations

ZoomInfo (July 2013–2015)

Manage all technology implementations inside and out of the corporate office. Design, manage and support all development, staging, and production environments. Plan, budget, and consult on all initiatives for Big Data SaaS application, using Cassandra, Solr, and Hadoop (Cloudera).

Accomplishments:

- Recovered inherited team from non-productive, uncollaborative, and demoralized to high-performance, transparent, and responsive
- Identified and replaced many single points of failure and limitations of existing architecture
- Began preparations for acquisition and related audits, including disaster recovery and business continuity planning, security remediation, and performance enhancements
- Reformed support process to include collaboration and requirements gathering

Skills

- **Linux**
- **Microsoft Windows Server**
- **Active Directory, LDAP**
- **SAN/NAS**
- Orchestration systems and tools (**Nagios, Puppet, Ansible, kickstart, Spacewalk**)
- **Mail** technologies including **Microsoft Exchange, Postfix, and Exim**
- Test methodologies and tools
- Best practices development and implementation
- Coaching
- Consulting
- Systems architecture
- UCE control
- Project management
- Technology strategy
- Technical management
- Web technologies (**Apache, Tomcat, NginX, Squid**, etc.)
- Policy development
- Virtualization
- Cloud implementation
- Change management
- Team building
- **DevOps**
- **IT Operations**
- **Cassandra**
- **Solr**
- **Hadoop/HDFS**
- **Kubernetes**
- **Suricata**
- **Logstash**
- **Git**

- Standardized software and hardware acquisition and deployment, automating using Puppet
- Introduced build and release process to development environment
- Deployed OpenStack cloud for both development and production virtualization

Operations Manager

Thomson Reuters (Contract) (June 2008–July 2013)

Day-to-day operations management and technology planning at the Calais initiative within Thomson Reuters. Internal and production IT and facilities management. Enabling the infrastructure for the Semantic Web efforts of this project. Accomplishments:

- Grew infrastructure of opencalais.com to accommodate a total of 8 million parsed documents/day, up from 100,000/day at outset
- Manage world's largest metadata triples store

Senior Data Management Architect

IMT Partners, North Chelmsford MA (2006-2008)

- Design, develop, and implement hardware platform and provisioning for IMT's storage TCO management appliance, eSCM.
- Lead storage TCO assessment and ILM consulting practice.

Professional services engagements included:

- EA Games, Redwood Shores CA (45TB recoverable storage saving \$2.6 million)
- Logitech Inc., Fremont CA (3.7TB recoverable disk saving \$120,000 in storage and cost avoidance after re-architecture)
- Coles Myer LTD, Melbourne VIC (recovery of 50TB usable disk, saving AU\$2 million)

Education

American University

History

Georgia State University

B.A, History, Summa cum Laude

