

# Blake T. Miller

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btmiller.com

## SKILLS

**Development:** Python, JavaScript, RESTful APIs

**Platforms:** Linux, Docker, Kubernetes, Debian, RHEL, KVM, AWS

## EMPLOYMENT

### Site Reliability Engineering Manager

*Apple*, March 2022 - Present

- ▶ Evolution of previous role as team manager
- ▶ Lead teams responsible for global asset metadata service and asset storage for iCloud. We drive reliability on a principled foundation of automation through engineering and studied measurement of KPIs accountable to SLOs. Cost reduction through the lens of customer experience is center stage to driving efficiency in our cloud services stack. Together with development partners, we adopt and develop best practices as we construct the evolution of internal systems.

### Senior Site Reliability Engineer

*Apple*, October 2020 - March 2022

- ▶ Continuation of previous role as team lead
- ▶ Established and operated containerized global cloud presence for iCloud
- ▶ Drove modernization of service through focus on achieving SLO targets
- ▶ Collaborated cross-functionally on business-driven tentpole projects
- ▶ Reduced operational toil for team through automation of legacy knowledge

### Site Reliability Engineer

*Apple*, July 2017 - October 2020

- ▶ Built and managed iCloud systems, infrastructure, and applications through automation
- ▶ Deployed, supported, and monitored new and existing services, platforms, and application stacks
- ▶ Used scale testing to measure, tune, and optimization system performance
- ▶ Developed web applications using modern reactive frameworks
- ▶ Participated in periodic on-call duties

### DevOps Engineer

*Starbucks*, March 2016 - July 2017

- ▶ Established configuration management for organization using SaltStack with 10,000 states applied
- ▶ Built alerting solution for infrastructure using Telegraf, InfluxDB, Grafana, and Slack
- ▶ Wrote custom backend for Grafana to enable dashboard templates leveraging SaltStack API
- ▶ Pioneered productionized container orchestration platform using Kubernetes and Flannel
- ▶ Empowered Java and NodeJS continuous software delivery with Jenkins pipelines
- ▶ Orchestrated active/active load balancer management for zero downtime maintenance

### Systems Administrator

*UNT System*, June 2014 - March 2016

- ▶ Managed Linux infrastructure stack for web presence of 4 UNT campuses using Apache
- ▶ Developed and maintained software for deploying Drupal websites via API calls

- ▶ Extended LMS software with automated deployment and installation
- ▶ Collaborated in organization to enhance monitoring services and load balancing
- ▶ Programmed against REST APIs available from Gitlab, Jenkins, F5 BIG-IP LTM, and Infoblox
- ▶ Managed configuration of multiple environments using SaltStack

## EDUCATION

**Bachelor of Science**, Computer Science

*University of North Texas*, 2015