

# Eric Harris

## Engineering Manager / Technical Leader

Engineering Manager and Technical Leader with 25+ years of experience building systems and teams. My roots started in systems administration, DevOps, and SRE, and I've been managing software development teams for 5+ years. I'm an empathetic leader focused on delivering for our customers while building high-trust environments and performant teams. I am also experienced in organizational growth, helping mature processes and standards for teams and companies.

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## Experience

### Bellese Technologies LLC - Owings Mills, MD

Engineering Manager (April 2019 - present)

Senior API Developer / SRE (November 2018 - April 2019)

At Bellese I manage software engineering teams and act as the technical lead for our program, helping to modernize claims processing for the Centers for Medicare and Medicaid Services (CMS). I oversee the technical direction of the team's projects, manage 12 engineers performing Java API and UI development, DevOps, and database administration. Outside of my direct program, I assist with business development efforts and lead initiatives in the Engineering discipline company-wide.

#### Management Highlights:

- Mentor and grow team members through regular one-on-one meetings to help with their daily work, career development, and general well-being. Conduct performance feedback cycles twice a year.
- Led my team's conversion of 10 COBOL pricing programs to AWS hosted APIs and UIs that integrate with the mainframe claims processing system, which impact pricing for billions of dollars in claims annually.
- While I led the initial modernization effort above, I developed 4 other team members into tech leads for the projects we are working on now through mentorship and coaching.
- Led recruitment efforts for my direct team members, developing job descriptions, reviewing candidates, and conducting interviews.
- Led the development and implementation of standardized career ladders for engineers at Bellese.
- Helping Bellese establish and implement consistent Engineering standards focused on career development and recruiting.

#### Project and Company Highlights:

- Maintain knowledge and context of integrated teams and larger CMS goals and trends, through which I identify changes in direction or potential roadblocks before our customers do.
- Participating in MPSM-wide technical groups to collaborate on standardizing and maturing the current platform, and participating in CMS Communities of Practice.
- Established procedures for security scanning of code via CI/CD, and the release and deployment processes and checklists used today by the program.
- Work closely with program leadership to set short and long term goals.
- Work closely with the Product and HCD teams, using research to inform our goals and roadmaps.
- Performed Agile process duties as Scrum Master and Delivery Manager until the team had the roles filled.
- Designed, documented, and configured alerts and processes for on-call team members.
- Led and participated in several proposals for competitive contracts with CMS, helping Bellese increase revenue.

## **Symantec (LifeLock) - Tempe, AZ**

Principal Site Reliability Engineer (July 2017 - November 2018)

Sr. Systems Engineer (November 2015 - June 2017)

At Symantec I was part of the LifeLock business unit, a great team that worked to proactively protect our customers' identities. I worked closely with engineering teams, helping to ensure the applications and products had a stable infrastructure. My work concentrated on linux based systems in virtual environments both on-premise and in the cloud, and automation via Chef, Terraform, Jenkins, and other tools. I also helped lead a migration of our applications from a local data center to AWS.

- Led the planning, documentation, and execution of building out 30 application stacks for a lift-and-shift migration from physical data center to AWS, resulting in significant operational cost savings.
- Mentored new staff members for onboarding and tools, including a summer intern who I created an internship program for.
- Building and planning full stack application infrastructure in AWS using Terraform, Chef, Git, and Jenkins.
- Part of the LifeLock Service Delivery team, initially embedded in an engineering scrum team to ensure the infrastructure they need for their projects is in place.
- Translated a vendor's provided Ansible configs for an application cluster into Terraform.
- Created and documented standards around use of new technology and SaaS providers.
- Initiated a Communications Group within TechOps which worked to improve communications primarily around incident management.
- Created documentation wiki for our team which was widely adopted.
- Developed and improved monitoring systems and dashboards using Nagios, Dynatrace, Sumo Logic, and custom scripting.

## **Forum Communications Company - Fargo, ND**

Network & Web Services Manager (January 2013 - October 2015)

ISP Manager (July 2000 - December 2012)

- Managed up to 12 team members across technical, customer service, and retail roles.
- Managed projects and networking/systems staff involved in 30+ locations and 40+ websites.
- Troubleshooting and tuning of LAMP stacks, including incident response and capacity planning.
- Sizing, installation, and configuration of physical and VMWare based servers.
- Evaluation and configuration of cloud based and third party services.
- Implemented initial Nagios monitoring for Linux web environment, later updated and expanded the Zabbix system to monitor Linux, Windows, and networking systems.
- Operated commercial web hosting and email services for ISP customers.
- Wrote shell scripts and modified Perl/PHP tools for management of users, automated setup of website shells, ftp accounts, and provisioning of wireless modems.
- Implemented HipChat for use by the IT and development teams, and integrated with monitoring and deployment systems (Zabbix, Jenkins) to increase collaboration and issue transparency.
- Evaluated, configured and tested Akamai caching for our websites, and later negotiated Edgecast contract to save \$70,000 per year in costs over Akamai.
- Reduced internet expenditures by over \$60,000 per year and increased speeds 10x.
- Researched, negotiated purchases, implemented and operated a residential wireless ISP using WiMAX technology that grew to over 4000 customers.

## **MeritCare Health System (now Sanford Health) - Fargo, ND**

User Support Specialist (January 1998 - July 2000)

- Technical support for desktop users via phone, email, and in person.
- Developed a Visual Basic program to streamline processes for remote transcriptionists.

## Skills

Engineering Management, Agile, Planning, Documentation, DevOps, Site Reliability Engineering (SRE), Amazon Web Services (AWS), Java, Terraform, Git, Jenkins, Security, Budgeting, Project Management

## Education

### **Minot State University - Minot, ND**

- Bachelor of Science, Management Information Systems (2008)
- Certificates in Web Development and Applications Software Specialist (2008)

## Volunteer Work

### **Devopsdays Phoenix**

Organizer team (May 2017 – May 2018)

I was part of the team that helped organize and run the inaugural Phoenix edition of the popular devopsdays conferences. This was a one day conference held in downtown Phoenix for 200 people, centered around DevOps practices and culture. I took lead on overall project management and business logistics of the conference operations.

### **Men's Roller Derby Association - International**

Vice President & Secretary, Executive Board of Directors (March 2013 to March 2015)

The MRDA operates with the goal of promoting, growing and organizing the sport of men's roller derby worldwide.

- Handled IT for the organization. Google Apps, web hosting, website and forums management.
- Implemented Basecamp with templated lists for project management.
- Scheduled meetings and kept minutes.
- Proposed changes to Bylaws and policies.
- Onboarded member leagues.

### **Rock City Riot - Fargo, ND**

Treasurer, Board of Directors (April 2010 to December 2014)

Rock City Riot was a men's roller derby league in Fargo, ND founded in April of 2010.

- Founding Board member and skater
- Registered business, setup accounting practices using Quickbooks, launched merchandise program.
- Created online presence via social networks and Wordpress website, setup Google Apps.
- Acted as President, Vice President, and Secretary during position vacancies.