

# Evan Fletcher

Loveland, Colorado

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*"If you have a difficult task, give it to a lazy person — they will find an easier way to do it." —Hlade's Law*

## Experience

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### Zuora, Inc.

San Mateo, CA

*DevOps Engineer & Chief Problem Solver*

2014–2017

- Lead engineer on a project to replace a WebDAV object store with Ceph Object Gateway.
  - Developed a WebDAV to S3 API 'translation' server in Python.
- Supported production and sandbox environments of several hundred Super Micro systems running CentOS 6 on bare-metal and associated infrastructure in two datacenters along with extensive AWS deployments.
  - Frequently engaged vendors and remote hands.
  - Configured firewall rules and ports on Juniper network gear.
  - Followed security best practices and PCI compliance rules.
  - Periodic datacenter visits.
- Participated in 12/7 SRE and Release Engineer on-call rotations.
- Maintained and extended production monitoring with Sensu, PagerDuty, and Pingdom.
- Investigated customer-facing issues from diagnosis through remediation.
- Became subject matter expert for several technologies.

### Tidemark Systems, Inc.

Redwood City, CA

*DevOps Engineer*

2013–2014

Maintained infrastructure and became the go-to guy for difficult technical questions.

- Supported a Glu, HDFS, Java, PostgreSQL, NGINX, Tomcat, and ZooKeeper application stack.
- Performed after-hours production maintenance and data migration.
- Maintained development and production Puppet repos.
- Maintained production monitoring with Nagios, PagerDuty, and Pingdom.
- Assisted with maintenance of HQ hardware and network infrastructure.
  - Cisco ASA (firewall, routing, VPN), switches, WiFi.
  - DHCP, DNS, Nexsan iSCSI/NFS appliance, VLANs.
  - Dell servers with ESXi 5.0–5.5.
- Automated simple tasks with Python.
- Participated in 24/7 on-call rotation.
- Developed a method of transferring data to production with aria2c to work around upstream QoS limitations.

### On The Felt, LLC

Minneapolis, MN

*Founder / Software Developer*

2010–2011

Developed and sold an application for the PokerStars client allowing professional players to play higher volume by decreasing fatigue and increasing the number of games played simultaneously.

- Main features: table management, annoying dialog dismissal, hotkey bindings, and no lag due to extremely minimal CPU usage, unlike competing products.
- The only software on the market to allow the use of a gamepad without causing lag.
- Written in C# with some DLL injection done in C and x86 assembly.
- Made it possible to simultaneously play 40 or more games easily.
  - The record (to my knowledge) was 105 simultaneous games using an early prototype of the software. A screencast is available at <https://youtu.be/4Z1hVpwt0Hw>.

### Self Employed

*Internet Poker Player*

2007–2011

Profited at online poker, wrote assistive utilities, reverse engineered software clients, and had a lot of fun until PokerStars et al. were forced out of the US market.

- Reverse engineered a smaller site's client, written in Delphi, to extract its unencrypted data stream using DLL injection, C, and x86 assembly.
  - Accomplished without any knowledge of Delphi or Pascal.
  - Developed significant reverse engineering skills.
- Wrote a bunch of utilities to assist me in Python, C#, and a tiny amount of F#.
- Developed the prototype of the software I would later sell from *On The Felt, LLC*.
  - Continued to grow my reverse engineering skills with the PokerStars client.
  - Developed an intimate understanding of Win32 internals.

### **Minnesota Supercomputing Institute**

*Supercomputer Account Creator/Destroyer/Password Resetter*

**Minneapolis, MN**

*2005–2006*

### **Menard, Inc.**

*All-Encompassing IT Guy, System Image Specialist*

**Eau Claire, WI**

*2002–2004*

### **UW-Madison Computer-Aided Engineering Center**

*Student UNIX Systems Administrator*

**Madison, WI**

*2001–2002*

## **Skills**

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- Working under pressure to restore services ASAP
- Quickly learning new skills and technologies
- Identifying root causes by troubleshooting from multiple angles
- Creatively resolving or mitigating problems
- Scripting in Python
- Debugging bizarre and esoteric issues

## **Technologies**

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**Build:** Jenkins

**Cloud:** Amazon Web Services (AWS)

**Containers:** Docker, LXC

**Databases:** MySQL, PostgreSQL, SQLite

**Linux:** Android, CentOS, RHEL, Ubuntu

**Load Balancers:** Brocade vTM (Stingray, Zeus)

**Languages:** C, C#, Java, Python, shell (bash), x86/x64 assembly

**Monitoring:** Grafana, Graphite, Nagios, PagerDuty, Pingdom, Sensu, Splunk, Sumo Logic

**Protocols:** DHCP, DNS, HTTP, IPv6, IRC, LDAP, NTP, SMTP, SSH, SSL/TLS, WebDAV

**Servers:** Apache, NGINX, OpenSSH, OpenVPN, Postfix, Tomcat

**Management:** Ansible, Puppet

**SCM:** Bitbucket (Stash), git, Perforce

**Network:** Cisco IOS, Juniper Junos

**Storage:** Ceph, Oracle (Sun) ZFS

**Unix:** FreeBSD, OS X, Solaris

**Virtualization:** packer, vagrant, VMware (ESXi)

## **Certifications**

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- AWS Certified Solutions Architect — Associate
- AWS Certified SysOps Administrator — Associate
- AWS Certified Developer — Associate

## **Education**

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**University of Minnesota**

*Computer Engineering*

**Minneapolis, MN**

*2005–2007*

## **Interests**

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I enjoy tinkering, taking things apart to see how they work, and spending time with my cat.