Russ Caslis

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Profile

Experienced technology & operations professional with background in Management, Site Reliability Engineering, Prototyping, Hardware, System Administration, and Architecture. Extensive experience in supporting mission critical production environments & working under non-disclosure agreements. Solid experience with re-engineering processes & change management. Supported High Availability systems and Disaster Recovery processes. Capable of managing & motivating small, medium, and large teams as well as conducting training sessions & presentations.

Experience

STRATEGIC SERVICES ENGINEERING MANAGER, APPLE — 6/2018 - PRESENT

Provide advanced prototyping of combined hardware & software solutions, enabling future strategic advances. Investigate & produce solutions during the "one to many" phase of prototyping, finding edge cases and pitfalls. Involved in all initial solution phases from inception/brainstorming, investigation, proof of concept, refinement, and prototype demonstration. Projects are typically under various levels of non-disclosure and require handling of sensitive information.

SRE MANAGER - ICLOUD (DEPLOYMENTS, DEVPUBS, MORE), APPLE — 12/2017 - 6/2018

Managed the team that deployed iCloud server software on a regular, frequent, and increasing pace. Leveraged automation to improve processes without disrupting deliverables or timelines. Managed SRE for Developer Publications with an eye on proactive rather than reactive administration. Also, intimately involved with creating an internal testing service that utilized both data center services and custom hardware (also developed by my team).

SRE MANAGER - ICLOUD (TOOLS, IWORK, MORE), APPLE — 04/2016 - 12/2017

Managed an internal tools team developing enterprise-class deployment & installation tools while also managing the uptime of those tools. Managed SREs for the online component of iWork, rebuilding the team from nothing to a well functioning unit. Assembled monthly uptime & outage reports for all of iCloud while improving the process from an ad-hoc manual effort to a systematic & repeatable procedure.

SRE MANAGER - ISO (OFFSHORE SYSTEM ADMIN, IAD), APPLE — 02/2014 - 04/2016

Managed a large team of offshore engineers that maintained systems & services for iTunes, iCloud, GameCenter, FaceTime, iAd, and more. This included heavy process

engineering, flowcharting, and creating presentations & training. Finally, managed all aspects of system support for the iAd environment.

PRODUCTION ENGINEERING MANAGER , APPLE – 01/2013 - 02/2014

Managed production system administrators for most of the Apple internet facing properties (iCloud, iTunes, FaceTime, GameCenter, Push Notifications, more). Daily activities included managing escalations, oversight of system administration activities, system expansions & retrofits, developing procedures for efficient issue resolution, and managing on-call rotations for a medium sized team.

SYSTEM ENGINEERING MANAGER (ICLOUD), APPLE – 05/2010 - 01/2013

Provided technical leadership on day to day production issues. Personally involved in the resolution of 80% - 90% of all production P1s. Increased system count 300% in less than a year to launch iCloud. Actively involved with the hiring process of new engineers. Deeply involved in supporting the aging MobileMe service while also launching iCloud. Migrated from physical pagers to PagerDuty.

SYSTEM ADMIN (MOBILEME), APPLE – 01/2010 - 05/2010

Managed over 2000 systems (Linux, Solaris, OS X) providing service to millions of users for MobileMe. Important projects included deploying puppet to hundreds of already deployed production systems, a significant revamp of unmaintained & broken Solaris jumpstart installations, and implementing a new hostname nomenclature.

SYSTEM ARCHITECTURE MANAGER, GOOD TECHNOLOGY – 05/2007 - 12/2009

Improved monitoring systems by adding/refining extension scripts & core framework to virtually eliminate false alarms while tripling the number of elements monitored. Reduced administration costs through deployment of scalable technologies such as virtualization (Solaris Zones), IP multi-pathing, and more. Refined procedures including change management, alert escalations, and NOC / system admin training. Over a one year period, over 50% physical server reduction was achieved due to virtualization, decommissioning, and intelligent application of resources.

SYSTEM ENGINEERING MANAGER, MOTOROLA (GTG) – 11/2002 - 05/2007

Supported mission-critical customer facing servers that provided push based wireless message flow between handheld devices and Exchange / Domino based email servers for 450,000 enterprise customers. Administered VCS and other high availability systems. Functioned as team lead (and later manager) for 9 direct reports including teams for system administration, security, and internal tools. Work included on-call & scheduling

extensive after-hours maintenances. Evaluated new technologies including blade servers, OpsWare SAS, SSDs, and more. Responsible for the day to day functioning and capacity planning of the complete system & application infrastructure.

SENIOR UNIX / NETWORK ADMINISTRATOR, AUSPEX SYSTEMS – 06/2001 - 11/2002
[Details available upon request]

SENIOR CONSULTANT, VENTANA TECHNOLOGY – 04/1997 - 05/2001
[Details available upon request]

SENIOR SYSTEM ADMINISTRATOR , ORACLE / NETWORK COMPUTER – 06/1996 - 04/1997
[Details available upon request]

CONSULTANT, TAOS MOUNTAIN SOFTWARE – 07/1995 - 06/1996
[Details available upon request]

DCSLIB MAINTAINER, UCI - OFFICE OF ACADEMIC COMPUTING – 07/1993-07/1995
[Details available upon request]

Publications

GOING MOD: 9 COOL CASE MOD PROJECTS - WILEY PUBLISHING - AUTHOR – 2004
Authored a book detailing techniques used to upgrade & enhance personal computers. Part technique discussion and part gallery of existing case mods. Work included all aspects of content creation - from developing modding techniques, photography, to editing a few chapters written by guest 'modders'. Published in 2004.

Interests

Additive Manufacturing (3D Printing - FDM & Resin)
Embedded Systems (Raspberry Pii, Arduino)
Computer Aided Design (Fusion 360)
Home Automation (Z-Wave)

Education

University of California, Irvine, CA – B.S. candidate, 06/1995