

Robert Brown

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Experienced, technically adept, and hands-on Engineer specializing in SRE, DevSecOps and Infrastructure Operations in fast-paced, high-traffic environments. Proven expertise in leading cross-functional, distributed teams focused on operational excellence and automation to deploy and manage secure infrastructure across both on-premises and cloud environments.

Top Areas of Strength:

- **Infrastructure:** Build and automation (IaC, CI/CD), multi/hybrid cloud (GCP, AWS, OCI, Azure)
- **SRE:** Observability, monitoring, incident management, logs & metrics streaming and processing
- **Cybersecurity:** Vulnerability scanning, intrusion detection, SIEM/SOAR
- **Data:** Enterprise/cloud storage management, migration, backup/DR
- **Leadership:** Hiring, coaching, mentoring, TPM/project management, customer support

Key Accomplishments:

- ★ Led the migration of Napster's on-premises datacenters to the cloud, encompassing thousands of compute instances and containerized workloads, over 4 petabytes of storage, and complex interdependent services in a multi-cloud architecture (AWS/GCP/OCI). Achieved this by implementing a high degree of automation using IaC & GitOps practices and cloud-native tooling and services, leading to a 60% decrease in operational costs.
- ★ Built and maintained a log collection system based on Elasticsearch, Logstash, Fluentd/BindPlane, Kibana, Elastalert (and various other tooling) to ingest and process a plethora of log and metrics data across a large fleet of systems, increasing visibility and responsiveness to potential issues.
- ★ Strengthened security posture by deploying centralized Identity Management (IAM) with SSO/MFA (Okta), enforcing a least-privilege model with RBAC, and integrating SIEM for intrusion detection, vulnerability management, and security event/log analysis from a wide variety of sources across the org.

Skills:

Cloud: AWS, GCP, OCI, OpenStack, Teradata/Vantage, CloudFlare

Compute/Infra: Dell, HP, IBM, Cisco UCS, EC2, GCE, SuperMicro, VMware, Xen, KVM, Docker, Rancher, Kubernetes

Operating Systems: Linux (CentOS/RedHat), Windows, Android, ChromeOS, Solaris

Networking: Cisco, Fortinet, F5, VPC, VPN, SSL/TLS, DNS, VoIP

Storage: Netapp, EMC/Isilon, IBM N-Series, Nimble, Spectralogic, GCS, S3, GlusterFS, NFS, Samba, Infiniband, iSCSI

CDN: Akamai, Limelight/Edgio, CloudFlare, CloudFront, Varnish Enterprise

Security: Rapid7, Kali, Metasploit, Wireshark, tcpdump

SRE/Monitoring: Zabbix, Nagios, Prometheus, Grafana, PagerDuty, Pingdom, Instana, NewRelic

Backup/DR: CommVault, NetBackup, Veeam, SnapMirror

Languages: Bash, Python, PowerShell, Java, JavaScript, Go, Ruby, Perl

DevOps: Terraform, GitHub, GitLab, Jenkins, Rundeck, Chef, Ansible

App Servers: Apache, Tomcat, NGINX, HAProxy, Passenger, Node.js, IIS

Identity: RedHat IdM, FreeIPA, Kerberos, Active Directory, LDAP, Okta, OAuth, SAML

Data: MySQL/MariaDB, MongoDB/Atlas, Elasticsearch, Oracle, Cassandra, Redis

Pub/Sub: Kafka, RabbitMQ, SNS, SQS

Process Management: SDLC, ITIL/ITSM, Agile, Waterfall, Jira, Confluence, Bugzilla

Certifications:

- ★ Google Cloud Certified Digital Leader
- ★ ServiceNow IT Leadership Professional
- ★ MCSE (not current)
- ★ Azure and Security+ in-progress (eta 1H 2025)

Work Experience:

Independent Technology Advisor/Consultant (Self Employed)

11/2023 - Present

Provided consulting services to various growing businesses, offering expertise in technology strategy and direction.

- PlusMusic (plusmusic.ai): Guided technical implementation for AI-driven music solutions, collaborating with executives to refine the in-game music experience.
- Crypto IT Solutions (cryptoits.com): Advised on leveraging cloud technology to enhance IT services for small and medium-sized businesses.
- Workers Comp Access (wcaccess.com): Supported optimization of web presence and DNS/domain registrations for a specialized insurance brokerage.

Rhapsody International, Inc. / DBA Napster (MelodyVR, Algorand)

04/2012 - 10/2023

Sr. Engineering Manager/Director (DevSecOps + SRE)

- Over 20 years in SaaS platform support, contributing to the design, implementation, and management of a large-scale online music distribution service.
- Collaborated with development teams to modernize CI/CD deployments, increasing security and reliability using IaC and DevSecOps tools such as Terraform, ArgoCD, Jenkins.
- Enhanced process automation and cloud-native system design across the organization by containerizing applications and streamlining deployments.
- Acted as TDO/P1 Incident Manager, conducting root cause analysis and drafting RFOs for executive audiences.
- Member of the Change Control Board, overseeing all ECRs, ECOs, and release plans via Jira Service Desk workflows.

Napster (Roxio/Best Buy)

02/2003 - 04/2012

Senior Systems Engineer / SRE

- Automated infrastructure provisioning, decreasing manual effort by 90%.
- Maintained log collection/analytics systems handling hundreds of GB per day.
- Managed global CDN caching architecture, enterprise storage, and load balancing.
- Partnered with CDN and cloud providers to mitigate DDoS attacks and malicious traffic.
- Monitored infrastructure and applications at scale, maintaining 99.95%+ SRE scores.
- Automated security controls and managed data protection policies.

MP3.com (Vivendi Universal)

01/2002 - 02/2003

Systems Engineer

- Specialized in Linux and Windows interoperability, scripting, and administrative automation.
- Supported large, high-traffic internet sites and implemented DRM/encryption servers.
- Managed Active Directory infrastructure and administrative systems.

Maxwell Technologies

01/1997 - 12/2001

IT Systems Administrator

- Managed IT help desk, server/network infrastructure, and Unix/mainframe systems.
- Oversaw secure, air-gapped systems at offsite weapons testing facilities.

Volunteer Experience:

AFA CyberPatriot Program - Mentor

Registered mentor for the Air & Space Forces Association's CyberPatriot National Youth Cyber Defense Competition, which was created to motivate students toward careers in cybersecurity and other STEM disciplines.

Scratch Foundation - Instructor

I volunteered my time to teach young people computational thinking and problem solving skills; self-expression and collaboration; and equity in computing using the fun and engaging Scratch visual programming platform.