# ERIK M. CUMMINGS

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## SaaS Delivery/DevOps/Engineering & Operations Services

*Technical, Hands-On Leader and Technologist focused on Teams, Service Excellence, and 7x24x365 delivery*

### Extensive experience and proven success

- ◆ Providing Engr, DevOps, and Ops leadership including team development, strategic direction, and planning
- ◆ Designing innovative solutions to support and improve overall Service and Business Operations
- ◆ Delivering complex projects to the business and organizational units
- ◆ Key contributor to successful Development, Performance Engineering, Database, Datacenter and Support initiatives
- ◆ Building and maintaining relations with customers, vendors, sponsors, and contractors
- ◆ Keeping abreast of emerging technologies and building and fostering relationships with key industry contacts

### Highlighted Accomplishments

***SaaS delivery Operations and Engineering Efforts***

- **Build and Release:** Proposed, designed, and led a cross-organizational effort to standardize the build and deploy processes for all service components. The program included a unified presentation of "health information" and "configuration validation" for every component (Common Validation Framework). Resulted in 60% reduction in deployment time and 90% reduction in configuration issues at deploy time.

- **Operations Engineering:** Worked closely with Architects, Development Leaders, and Senior Engineering Staff to align developmental efforts with operational needs, providing for technical advancement in key areas to support higher uptime needs, without significant detraction from new feature development.

- **Operations Engineering:** Transformed an Operations organization struggling to achieve 99.5% uptime SLA into a team capable of and consistently achieving a 99.98% uptime SLA. Re-aligning staff and roles, transferring team members, and initiating programs to enhance partnership between Ops and Eng orgs were key to this transformation.

- **Team and Staff Leadership:** Successfully led and retained both managers and staff (SA, DBA, Network and Developers) through several significant changes in leadership at the engineering, operations, and company organizational levels. Maintained one of the lowest turnover rates in the entire company during these changes.

- **Service Monitoring, Escalations, Service Levels, and Executive Steering Committees:** Proposed improvements and implemented monitoring for both reactive and proactive Service Analysis and Response as a means to communicate and benchmark expectations and performance as well as ensure uptime commitments. The Executives embraced these concepts as a method of measuring success and ensuring tech orgs were in line with corporate initiatives.

- **DR/BCP Programs:** Designed, implemented, and managed Disaster Response, Disaster Recovery, and Business Resumption Planning programs, as well as operational QA processes to ensure smooth upgrades and maintenance windows against production datasets.

***Engineering and Operations Technical Lead and Key Contributor***

- **Challenging Network Design and Implementation Environments** – Diverse experience leading and architecting SaaS, Corporate, and Temporary network and systems installation. Experience leading extremely technical teams made of various staff, volunteer, sponsor, and contractors as well as building and leading teams that are diverse geographically and culturally.

- **Scalable Service Delivery:** Driving Incident, Problem, Change, and Configuration management through multiple organizations and teams. Focus on Service Reliability Engineering, Monitoring and Service Metrics driven back into even the development processes, and cross organizational visibility into all service performance metrics. Create strong partnerships between Engineering, Operations, Quality Engineering/Assurance, and DevOps organizations.

*Sr. Director of Cloud Systems Engineering, Oracle NetSuite, Nov 2017 – Current*
Running the NetSuite Global Business Unit's core systems engineering team, responsible for delivering all underlying services to the NetSuite SaaS platform. Dealing with scale, features, and capabilities across the platform.
- Implemented a culture of ownership and service delivery (along ITILv3 methodologies) improving overall services consistency, delivery, and uptime.
- Executive owner of global "Fix Fast" initiative, pushing culture, process, and technology to drive more rapid adoption of change across all services and service components.

*Vice President of DevOps and IT, goTransverse, Oct 2016 – Nov 2017*
Joined startup company to drive changes and improvements in DevOps culture, methodology, and overall service delivery strategies. Running Operations and maturing processes, tools, product design, and service delivery excellence.
- Refocused "Product Operations" team into SRE and Service Delivery Operations team.
- Transformation of culture and staffing, technology and maturing processes to account for larger customers, higher performance needs, and enhanced micro service based architecture.
- Managed small internal team and used outsourcing to augment staffing needs.
- Drive Systems Engineering automation, testing, and discipline into company culture.

*Sr. Director of Engineering Operations, NetSuite, Aug 2015 – Oct 2016*
After successful IT reform plan, given NetSuite acquisition properties Operations teams. Established vision to align and converge acquisition operations with core service operations.
- Designed multi-year plan to move acquisitions operations tools, processes, and methods into alignment with core NetSuite.
- Transformation of culture and staffing, technology and service reorientation to 'security' and 'resilience' without significant budget changes.
- Build an optimized, efficient, and scalable global team using standardized process, vertical specialization, and excellent management/leadership team.

*Sr. Director of Global Information Technology, NetSuite, Oct 2012 – Aug 2015*
Brought in to reform, grow, and mature Global IT organization, with a key focus on building "Ops" and "Service Reliability" culture into a legacy IT department.
- Designed three year plan to move IT from 'merely desktop support' to a strategic technology organization.
- Transformation of culture and staffing, technology and service reorientation to 'security' and 'resilience' without significant budget changes.
- Build an optimized, efficient, and scalable global team using standardized process, vertical specialization, and excellent management/leadership team.

*Director of Engineering Services, YouSendIt, July 2011 – Oct 2012*
Promoted following proven success in team and organizational reform, technology expertise, and leadership. Was asked to form and lead a new organization responsible for Quality, Release, Performance, and Tools Engineering. Provided vision, strategy, and tactical guidance over the desire to achieve "Invisible Releases".
- Created, maintained, and promoted alignment of Engineering Services, Development, Operations, and Product Management organizations toward enhanced automation, tooling, and adaptable release mechanisms.
- Led the architecture and design of new build, deployment, and configuration components.
- Developed and fostered leaders and managers to implement change programs within each team.

*Sr. Manager/Director of Operations, YouSendIt, Oct 2009 – Jul 2011*
- Reformed, Led, and Managed a struggling Operations organization and a $7M Capital budget.
- Implemented a partnering program to foster respect, cooperation, and collaboration between Engineering and Ops.
- Led improvement of services, and reduction in costs by migrating to a better service partner for International services.
- Implemented programs of process and practice changes, bringing service build times down from 2 weeks to 2 hours.
- Service availability increased through team building, monitoring and visibility, reporting, and technology reform.
- Drove engineering (application) re-design efforts to improve overall operational management capabilities.

*Director of Network Operations, Autonet Mobile, Inc, March 2008 – Oct 2009*
- Managed Information Technology, designed, built, and managed data center infrastructure. Primary role as a member of the Engineering Team responsible for developing, improving, managing, and troubleshooting an embedded Linux device to provide wireless internet (WiFi) services in automobiles.
- Engineering efforts, including embedded device recovery, upgrades, new features, core kernel and drivers.

*Director of Operations, Pathworks Software Corporation, Aug 2006 – March 2008*
- Responsible for the design, implementation, and operations of a new SaaS application offering.
- Designed and implemented monitoring and trend analysis for troubleshooting, performance planning, and business growth management purposes.
- Designed a phased growth approach fault-tolerant system using open source tools keeping uptime above business requirements and below estimated TCO.

*Manager IT Services, Stanford University, Feb 2005 – Aug 2006*
- Hired, trained, implemented, and managed a 24x7 Service group responsible for cross divisional incident management, monitoring, and data center operations for University clients.
- Managed Disaster Recovery and Business Continuity cross-departmental team for IT Services and Stanford Campus Datacenter.

*Information Technology Manager, Ziff-Davis, MediaLive International, 1999 – 2005*
- Designed/built/managed all facets of solution/datacenter
- Planned, built, installed and managed networks to manage large-scale international technology tradeshows and event onsite networks.  Managed up to 120 staff.

*Sr. Network Engineer, Santa Fe Community College, 1996 – 1999*
- Managed backbone, servers, and network services. Planned/budgeted for one-, three- and five-year plans to upgrade networks.  Designed/installed backbone to service college LAN/WAN

*Communications and Network Administrator, 1st Marine Division, US Marine Corps, 1989 – 1993*
- Managed connection to Corps' Global Area Network.
- Planned Division networking requirements for Operation Restore Hope (Marine deployment to Somalia)

## Education and Membership

*Concordia University Austin, TX*  Business Administration Major
*University of Florida*  Computer and Information Sciences Major

*United States Marine Corps*  Top Secret Clearance, Leadership Training, Infantry Special Operations Unit, Military Communications

*Board of Directors & Director of Operations* - USAtogether.org