Zachary White

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Profile

Software Developer, SRE/DevOps Engineer, and Product Designer with startup and public company experience.

Highlights

- Founding member of the open source QMK Firmware Project.
- Wrote the API that powers QMK Configurator.
- While at LinkedIn I grew from supporting a single engineering team as a member of SNA SRE to supporting all SRE teams as a member of SRE Infrastructure.
- Interviewed hundreds of candidates and helped to shape the SRE interview process as part of the SRE Interview Committee.
- While at Box I helped them to scale their PHP stack from one datacenter with 30 servers to 3 datacenters and thousands of servers within a single geographic boundary.

Open Source Experience

QMK FIRMWARE

DIRECTOR

2016-PRESENT

https://docs.qmk.fm/

QMK is an ecosystem of software surrounding mechanical keyboards.

I am deeply involved in the day to day operation and maintenance of QMK Firmware. I also wrote and currently maintain two major Python projects within QMK- the API and the CLI.

- Audited and received sign-off for ambiguously licensed code to ensure that all code was properly licensed under the GPL.
- Spearheaded and run monthly QMK Board Meetings.
- Created QMK API - A RESTful API that allows QMK Configurator to compile keyboard firmware. Uses Python, RQ, S3, and Docker.
- Created QMK CLI - A CLI tool to make setting up and working with QMK easier.
- Contributed the Grave Escape feature, STM32 Support, and LED Matrix features to QMK Firmware.
- Grew the team to our current size of 12 active volunteer collaborators who write features, maintain keyboards, and manage contributions from nearly 1800 people.

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MILC

https://milc.clueboard.co/

MILC is a framework for writing great command line tools. It combines several built-in Python modules such as Argparse, ConfigParser, and logging to make it easy for programmers to write good CLI tools.

Professional Experience

BETTER.COM
SR. SOFTWARE ENGINEER, SRE
OCT 2021 - PRESENT

https://better.com/

Better seeks to disrupt the mortgage industry by automating the process from top to bottom.

As an SRE at Better I'm part of the team responsible for the Monitoring and Observability platforms at Better- DataDog, LogDNA, and Rollbar. We also manage and maintain various incident management and observability tools written in-house.

In my first 3 months at Better I designed and implemented a new Incident Retrospective process to replace our Postmortem Report process.

CLUEBOARD
OWNER
SEP 2015 - OCT 2021

https://clueboard.co/

Clueboard manufactures high end custom Mechanical Keyboards.

As founder and primary employee I am responsible for all day to day operations including Product Design, Marketing, Sales, Customer Support, and Finance. My day to day duties require coordinating with manufacturing and design partners, managing inventory, designing

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marketing material, writing technical documentation, and creating and maintaining software my customers will use.

LINKEDIN

SR. SITE RELIABILITY ENGINEER

JAN 2011 - AUG 2015

https://www.linkedin.com/

As an SRE I was responsible for many aspect of LinkedIn's technical operations. I worked with two different SRE groups. First for SNA SRE, a backend group supporting data services such as ESPRESSO, Databus, Voldemort, and various Java Business Logic services. Next for SRE Infrastructure, where I was responsible for supporting infrastructure services such as Salt, the metrics pipeline, various Python and Java services, and other operational tools. I was also a prolific interviewer, earning the very first SRE Interviewer of the Month award and going on to win it again 6 months later.

During my tenure I was privileged to work in two different departments, SNA-SRE and SRE Infrastructure, on many projects and committees:

- SRE for Databus, a Data Pipeline technology.
- SRE for ESPRESSO, a distributed document store built on MySQL
- Oncall SRE for Java backend services including PYMK, Inbox, and other Jetty containers.
- SRE Hiring Committee
- SRE Interview Committee
- SRSC - Site Reliability Steering Committee
- SRE Infrastructure, where I built crossbar, a service that delivered critical oncall notifications in effective ways

BOX.NET

SR. OPERATIONS ENGINEER

JUL 2008 - DEC 2010

https://box.net/

Responsible for all aspects of Box's Technical Operations. During most of my tenure I was one of two employees responsible for all aspect of Box's production infrastructure.

- Iterated web serving architecture to allow for exponential growth without affecting site performance.

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- Helped lead and implement a SAS-70 implementation project.
- Helped to design and implement email notification infrastructure.
- Designed and implemented VMware ESXi infrastructure to increase agility and reduce the number of physical servers needed in the datacenter

MOBITV

SR. SYSTEM ADMINISTRATOR

JUNE 2007 - JUNE 2008

Responsible for all aspects of building and management of Corporate IT resources involving Linux servers. Integrated all corp linux servers with the existing Active Directory network.

POLESTAR APPLIED TECHNOLOGY

PROGRAMMER AND SR. SYSTEM ADMINISTRATOR

APRIL 2004 - JUNE 2007

Helped to build and maintain LIMS (Laboratory Information Management System,) a system for logging and tracking laboratory samples. The framework underpinning LIMS would later be used for other compliance and audit tracking programs at Idaho National Labs and the Hanford Nuclear Site.

Managed all IT and Communications infrastructure for consulting company with offices in 5 US states and the United Kingdom, plus a large number of "Road Warriors" who needed access to network resources on the go.

SAFEWEB, INC.

SYSTEM ADMINISTRATOR AND LINUX DEVELOPER

DECEMBER 2000 - APRIL 2003

Responsible for Building and day-to-day maintenance of 60 node, two campus network. Designed custom Linux OS for SafeWeb SEA/Tsunami Appliance. Responsible for design and implementation of key SEA/Tsunami components such as upgrade and SSH/Serial management. Responsible for support of Linux and Windows NT/2000 Workstations.