

ERICK BROWN

Senior DevOps Manager | Principal / Staff DevOps Engineer (DevOps, Platform, SRE)

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SUMMARY

DevOps technical leader (manager + hands-on IC) who builds scalable, reliable, cost-efficient platform services and develops high-performing engineers. Deep experience with Kubernetes-native service design, Python/Terraform automation, and operating critical core services across hybrid and public-cloud environments (AWS, OCI), delivering \$300k/year licensing savings, multi-million-dollar infrastructure cost reductions, and 40% vendor/tool spend reductions through renegotiations and strategic migrations.

SELECTED IMPACT

- **\$300k/yr saved** - certificate platform migration with stronger automation and reliability
- **Multi-million \$ savings** - re-architected core services for hybrid to public cloud
- **1M emails/min** - Kubernetes-native test email platform; scales down to 5 pods using under 6GB memory
- **40% spend reduction** - vendor/tool costs lowered from about \$1.0M to about \$600k
- **OpenStack adoption** - 2-line cloud-init bridge to reuse PXE/Puppet; order-of-magnitude bare-metal reduction
- **100M+ emails/mo** - production email platform ops + abuse prevention with near-instant detection

CORE COMPETENCIES

Leadership & Delivery

People management (5 to 14 direct reports); hiring and development; mentorship and partnership; cross-team program execution; Kanban; vendor and contract management; budget ownership; incident leadership; security and audit readiness (SOC2/SOX/PCI)

Platform & Engineering

Kubernetes-native service design; Python automation; Terraform; CI/CD (GitHub Actions); Linux; networking (TCP/IP); DNS; identity (Active Directory/Entra ID, FreeIPA); secrets management (HashiCorp Vault, AWS Secrets Manager); TLS/SSL and certificate lifecycle; code signing; OpenStack; deployment automation; security-centric design

PROFESSIONAL EXPERIENCE

GoTo Technologies - Senior Manager, DevOps Engineering (Core Services) 2023 - Jan 2026

Led a core platform services organization responsible for DNS, production email, production identity (AD/Entra ID), certificate lifecycle management, configuration management, OpenStack platform operations, and HashiCorp Vault.

- Managed and mentored a team of 5 to 14 DevOps engineers and software developers; hired 4 engineers (including an intern) and developed them into high-performing contributors (one up for promotion).
- Owned about \$1M annual budget and reduced annual vendor/tool spend from about \$1.0M to about \$600k via contract renegotiations and migrations.
- Migrated certificate lifecycle management from a legacy tool with sharply increasing costs to a modern SaaS platform; delivered about \$300k/year licensing savings and improved automation to meet increasingly short certificate lifespans.
- Re-architected core services for a company-wide shift from hybrid to fully public cloud (containerization + cloud-native services); drove multi-million-dollar VM cost reductions while improving reliability, scalability, and delivery velocity.
- Led a code signing platform migration across dozens of teams; completed on schedule and saved hundreds of thousands of dollars.
- Owned the SaaS platform used for 100M+ production emails/month and partnered with product teams on abuse prevention; reduced abuse frequency and cut detection cycle time to near-instantaneous.
- Built a Kubernetes-native test email platform (load tested to 1M emails/minute; scales down to 5 pods using under 6GB memory) and migrated team secrets to 100% HashiCorp Vault using policy-as-code; routinely supported SOC2/SOX/PCI audits.

GoTo Technologies - Principal Cloud Engineer

2016 - 2023

Owned architecture and operations of critical infrastructure services at global scale across about 5,000 servers in 6 data centers (4 US, Frankfurt, Bangalore); team portfolio peaked at 22 services.

- Primary owner of 8 infrastructure services (DNS, FreeIPA, Puppetmasters, OpenStack, Provisioning Service, One-Time Secrets, PXE server provisioning, HashiCorp Vault).
- Developed two services end-to-end: Provisioning Service and One-Time Secrets, delivering durable platform capabilities and reducing operational toil.
- Built a Provisioning Service that bridged OpenStack VM builds to existing PXE/Puppet provisioning pipelines via a simple cloud-init pattern; enabled product and ops teams to deploy workloads quickly without costly re-engineering and unlocked immediate utility from a multi-million-dollar OpenStack investment.
- Enabled an order-of-magnitude reduction in bare-metal footprint through virtualization by making VM provisioning operationally equivalent to existing bare metal workflows.
- Led an emergency identity platform modernization: stood up new FreeIPA 4 clusters and migrated the entire fleet from FreeIPA 3 after unrecoverable replication failure; completed the full migration in 60 days.
- Guided architecture strategy through the transition from hybrid cloud to fully public cloud; modernized and consolidated services to significantly improve cost efficiency and operability.

EARLIER EXPERIENCE

- Hornbeck Offshore - Electro-Technical Officer (2013 - 2016): Maintained and repaired mission-critical shipboard systems (dynamic positioning, communications, networking, embedded and desktop computing) where reliability directly impacts safety.
- L3 Communications - Senior Support Engineer / Technical Specialist (2003 - 2013): Built diagnostics and software automation for complex electronics, RF, telemetry, radar, and computing systems; supported training/certification and process improvement. U.S. DoD Secret clearance (active 2003 to 2013; inactive Oct 2013; expired 2014).
- Independent Software Ventures (1999 - 2003): Attempted game development venture and independent software development contracting; gained practical experience in product thinking, delivery, and client-driven engineering.
- Maxim Integrated Products - Automation/Equipment Engineer (1996 - 1999): Delivered fab automation solutions and maintained complex manufacturing equipment; trained operators on new automation implementations.

EDUCATION

Associate of Applied Science (AAS), Electronics - DeVry Institute of Technology, 1996 (Phi Theta Kappa Honor Society; Dean's List)

RECOGNITION

Multiple internal company recognition awards (details available upon request).