

## Contact

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## Top Skills

Linux

Virtualization

Apache

## Certifications

Tripwire Certified Professional

## Publications

The Devil is in the Details: How to Optimize Magento Hosting to Increase Online Sales

Where does it Hurt?

# Cameron King

Engineering Manager

Arlington, Texas

## Summary

In order for a team to become the best version of itself, it needs community, mentorship, values, empowerment, and constant growth. I am passionate about creative problem solving and leading my team to deliver exceptional results.

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## Experience

athenahealth

Engineering Manager

September 2014 - Present (5 years 6 months)

Dallas, TX

- \* Managed a team of experienced engineers and contractors using SRE and agile methodologies
- \* Passionately advocated for process improvements to improve team effectiveness
- \* Guided the team to develop supportable, technically sound solutions to challenging problems
- \* Coached team members towards engineering excellence
- \* Proactively fostered a positive working environment, and promoted trust and openness within the team
- \* Worked with stakeholders to identify ways to improve user experience on core infrastructure services, and to develop solutions to meet user needs within acceptable timeframes
- \* Engaged the team in bottom-up release planning to expose the work that provides the maximum value to the business, and determine the scope and projected manpower budget for each effort
- \* Coordinated with the audit team to provide evidence to satisfy SOX, HITRUST, HIPPA, and PCI audit requirements

Provided product direction and engineering supervision for Linux infrastructure products including:

- \* On-prem and remote DNS authoritative infrastructure

- \* Essential datacenter services, such as DNS resolvers, LDAP, monitoring, graphing, proxy, and logging
- \* Multi-vendor storage environment including multi-petabyte SAN and NAS solutions
- \* Configuration management using puppet and ansible and code deployment pipelines
- \* OS build, deployment, and patching
- \* Netscaler Load Balancing solutions

While at athenaHealth, I had the opportunity to manage the following excellent teams:

- \* Core Infrastructure SRE - maintains the performance, security, and stability of critical Linux infrastructure
- \* Object Storage as a Service - responsible for building an alternative on-premises medical document management platform using OpenStack
- \* Contract Migration Team - a sub-team of contractors focused on a series of migrations from one Domain/DNS platform to another
- \* Contract Build Team - a sub-team of contractors focused on OS build enhancements and replatforming to the next major Linux version

## eCommerce Consulting (ECC)

Business Owner & Manager

January 2010 - December 2015 (6 years)

Dallas/Fort Worth Area

- \* Managed a team of consultants and provided training and quality control
- \* Managed web hosting, including front end caching, CDN, and high-availability and scalability
- \* WordPress, Drupal, Node.js, and custom PHP application hosting
- \* Custom development of Symfony2 and Node.js applications
- \* Provided support for Windows and Mac desktops
- \* Building and maintaining small and medium sized networks
- \* Advanced support of Debian, Ubuntu, CentOS, RedHat, and Gentoo servers
- \* Linux Application Support, including Apache, MySQL, Memcached, Oracle Linux Clustering and Virtualization, and NFS.
- \* Professional services including software development
- \* Provided development support and programming resources

## ZeroLag Hosting

3 years 6 months

## Enterprise Systems Consultant

September 2014 - October 2015 (1 year 2 months)

Provided enhanced support to enterprise customers, including:

- \* monitoring and alert management
- \* break/fix as needed
- \* live chat during peak periods
- \* datacenter on-site maintenance

## Manager, Linux Engineering

May 2012 - September 2014 (2 years 5 months)

Guided the development of new products and services including:

- \* Enterprise support based on Debian/RHEL operating systems and puppet.
- \* Foreman web interface for config management and deployment.
- \* Load Testing and High performance PHP-based LAMP stack
- \* Professional Services relating to system administration and custom configs
- \* Standardized web cluster configuration including NFS backend

Developed new procedures and tools to improve Linux and Enterprise support:

- \* Built a custom dashboard to prioritize tickets by both priority and age, improving response times
- \* Implemented a "Request for Information" process to supplement ticket triage
- \* Improved provisioning speed and accuracy through rapid-deployment scripts
- \* Designed and implemented a objective QA system for support requests and projects

Managed the Linux Support Team, which is responsible for the following:

- \* Management of Debian(3-7), RHEL/CentOS(3-6) customer servers
- \* Support of the LAMP stack and assisting the customer with advanced requests
- \* LAMP stack optimization, performance troubleshooting, and tuning
- \* Magento and WordPress optimization
- \* Development of standards for Magento and WordPress.

Managed the Linux Enterprise Team, which is responsible for the following:

- \* Management of enterprise customers, including custom architecture and thorough documentation
- \* Professional services relating to system administration
- \* Development of standards for Linux-based products and services
- \* Config management, including puppet and foreman.

Managed the MySQL Team, which is responsible for the following:

- \* Standards for MySQL solutions
- \* Advanced MySQL support for general and enterprise Linux customers
- \* Maintaining MySQL databases on Linux servers

Managed the Linux Engineering Team, which is responsible for the following:

- \* Linux deployments and documentation around new installs
- \* Infrastructure development, especially around deployment

## Excite Networks

### System Consultant

2009 - 2012 (3 years)

- \* Provided off-hours support for Linux systems
- \* Supported an active web forum for developers and IT professionals
- \* Utilized Oracle Virtualization Manager and load balancers to provide a highly-available LAMP stack

## The Planet

### Sr. Linux Administrator

July 2006 - July 2010 (4 years 1 month)

Dallas/Fort Worth Area

- \* Supported an infrastructure of over 20,000 Linux servers spanning 8 datacenters in 2 cities
- \* Managed projects for six months, including: milestones, work breakdown, documentation, scheduling, and reporting using MS Project Server
- \* Deployed, upgraded, maintained, and supported internal infrastructure running on Red Hat Enterprise Linux (releases 3-5)
- \* Managed a Red Hat Satellite Network for internal and customer use, including certificate management, package creation, and deployment
- \* Provided final-tier support of complex customer support issues and worked with vendors to identify and resolve bugs

- \* Maintained an in-house auto-provisioning system that relies on PXE and web API's to automatically move servers through the various stages of system deployment
- \* Managed multiple Evault InfoStage backup vaults each supporting thousands Windows and Linux clients
- \* Managed a NAS (vsftpd/samba) environment with over 7000 customer accounts and hundreds of simultaneous connections at any given time
- \* Managed NetApp 3020C and Dell PowerVault MD3000i SAN environments for internal infrastructure, including diskless Linux systems using HBAs for iSCSI boot
- \* Built a number of internal tools in Perl, Python, and Ruby improving system automation and support, especially around deployment and configuration management
- \* System automation and tools
- \* Created and maintained dashboards to identify and remediate trouble spots in the internal provisioning system

### Dickies Media Uniforms by Selecta Corporation

#### Server Engineer

May 2005 - July 2006 (1 year 3 months)

- \* Implemented a trouble ticket system to improve end-user satisfaction
- \* Implemented and provided content for knowledgebase system
- \* Performed training to employees on a wide variety of topics relating the business technology
- \* Built an Active Directory infrastructure and migrated 150 workstations and several remote devices to that infrastructure
- \* Managed Group Policies, Exchange server, SQL Server, and IIS deployed in a highly-available configuration.

### Wilson-Bennett Technology, Inc.

#### Software Development Consultant

May 2004 - September 2004 (5 months)

Searcy, AR

- \* Developed recruiting application with customized hiring workflows for multiple sites
- \* Developed phone-based survey software.
- \* Supported MSSQL databases, Windows Server 2003, and Windows XP.

### Synthesis Hosting

#### Freelance Web Developer

2003 - 2004 (1 year)

- \* Re-sold web hosting packages as "Synthesis Hosting"

- \* Provided content management and site development in PHP and C (CGI)

## KingSki Computers

Freelance IT Consultant

2001 - 2003 (2 years)

Dallas/Fort Worth Area

- \* Co-operated under the name "KingSki Computers"

- \* Built, supported, and repaired computers and networks for individuals and small businesses

- \* Supported Windows 95, 98, ME, 2000, XP

- \* Supported Office 95, 97, XP, 2000, 2003

- \* Performed data recovery on FAT32 filesystems

- \* eCommerce store setup

- \* Website design, setup, and maintenance

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## Education

University of Phoenix

Bachelor of Science in Business Administration, Information

Systems · (2005 - 2009)

Liberty Baptist Theological Seminary

Studied Graduate Church Ministries and Pastoral Counseling · (2009 - 2016)

Harding University

Studied Undergraduate Youth Ministry and Computer Science · (2003 - 2005)