

JARED RHINE

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Summary

Software program/product/project manager with serious technical and execution chops

- Respected partner of executive, marketing, creative, and engineering staff. Expert knowledge of technical issues and project methods minimizes product risks and improves team integration.
- Extensive hands-on experience with leading complete project lifecycles and practical issues of Internet and software projects.
- 15 years management, 23 years Internet and TCP/IP, 28 years software development.

Relevant Skills

- **Program Management:** manage portfolio of engineering projects using shared developers and inter-project dependencies; report and coordinate development and deployment timelines; unblock and unearth solutions which respect multiple stakeholders and conflicting objectives; project and method standards.
- **Product/Project Management:** requirements and milestone definition; status reporting and organizational integration; task breakdown and critical path; rapid development; staged and continuous release methods; customer and partner feedback; projects up to \$10 million in effort.
- **Team Management:** project teams between 2 and 45 people; process and workflow; onboarding and turnover; management of shared developers; P&L (profit/loss) management.
- **Technology:** Web stack and architecture; Software development; Operations; Devops; Linux systems administration and application hosting; Cloud and virtualized hosting; Python; Ruby; Messaging; Asynchronous and Service Oriented Architectures.

Professional Experience

[Goodsearch, web-based affiliate aggregator focused on charities](#)

Software Engineer (Jan '13 - Present)

- Daily full-stack software development of goodsearch.com using a stack of Ruby on Rails, CoffeeScript, Sass, RSpec, jasmine, PostgreSQL/hstore, sidekiq, RubyMine. All work done using Pivotal-style pairing (two keyboards, one monitor) with daily pair rotation in a team of 8 developers and weekly iterations.
- Manage devops projects and advise development team of operational constraints during planning.
- Lowered hosting operations costs by 50% in 5 months via network and database reimplementations.

[Xtranormal, a 3D animation web+mobile+desktop platform](#)

Director of Engineering (Feb '12 - Dec '12)

- **Lead software development**, quality, operations, and analytics functions with **team of 17** for web, desktop, and mobile 3D animation and storytelling products. Manage product scope and allocate engineering resources across the product portfolio.
- Supervise and **grow iOS capacity from one developer to four** and the **launch of three iTunes store apps** for iPad and iPhone, using native code, PhoneGap, and Unity 3D. Launch new [Tellagami](#) business and products.

Director of Infrastructure and Operations (Feb '11 - Feb '12)

- Retain all duties of operations lead per below
- Perform **program management** duties: track, report, and **unblock portfolio of cross-function projects**. Perform daily technical project management duties and **launch two new product lines** targeted at education and professional-user markets.
- Design and implement **highly-available job distribution system** using evented/async I/O using **Twisted and Python**. Deploy on Linux controllers and Windows workers with unified codebase.

Operations and Release Manager (Aug '10 - Feb '11)

- Serve as **deployment/release manager** for all production-facing changes

- Build web and video rendering of **100x operational capacity in 3 months** for YouTube-partner launch. Write **code to remove scaling bottlenecks** by introducing high-availability and load-balancing features. **Implement EC2 server array** architecture using RightScale-driven scripted server provisioning.
- **Sole 24x7 on-call** for 110-server operations. Manage software deployments, alerting and incident response, and all server operations.

[Xmarks, Inc, a web services company](#)

Operations Manager (Jun '09 - Aug '10)

- Primary operational responsibility for 75 servers, 50TB disk, and 18 redundant MySQL database servers supporting **4 million users** and a peak of **750 transactions per second**. Responsibilities include daily on-call, application and hardware support, and rollout of new services. [Ubuntu, MySQL, Python]
- **Team management** of operations function, with cross-department meeting coordination. Project management of a 60-server colo move, a public IP renumbering, and data center contracts.
- Coding of **Python, Ruby, and shell tools for systems automation** and application metrics. [Nagios, Munin]
- Design and implementation of a Twisted **Jabber bot for sysadmin tasks**: multi-host app deployment coordination, change notices, inventory lookup. Integrated with Python HTTP-based agent running on all servers. [Twisted, Python, Bottle]
- Led implementation of **credit card payment integration** and merchant account for SearchBoost product. [Django, JQuery, Recurly, Python]

[Open Source Applications Foundation, a non-profit open-source PIM](#)

IT and Service Manager (Jul '05 - Nov '08)

- **IT Manager**: Ran IT department and help desk servicing 6 organizations, 65 people/desktops, and 25 servers with 2 direct reports. Managed help desk queue and prioritization. Managed vendors, procurement, and departmental budget. Provided email, web, phone, wireless and other office services. Fielded frequent "new project" cycles and performed host/post/webmaster duties across all internal groups. [Windows/Mac OS X/Linux, ticketing, facilities, colo, LAN/WAN, PBX, Apache, blogs/WordPress, Exchange]
- **Service Manager**: Ran [Chandler Hub](#), a free and open calendaring service. **Managed production upgrades and public communications**. Designed, prototyped, and deployed **phased hosting and operations**. Managed capacity planning. Scripted Python automation of service start/stop/upgrade and metrics and documented with 85 page operations runbook. Worked directly with lawyers on terms of service, privacy policy, and trademark filings. [Python, Tomcat, MySQL, iCalendar, CalDAV, CSS, Firebug, Atompub, REST, Google Apps/Data, Maven, Dojo, Firebug]
- **Toolsmith**: Supported OSAF **development team of 20** and community applications for OSAF and Chandler Project. Created **new codebases** for administration and public services (server build/migrate/start/stop, public bug submission, web site administration). [Python, Pylons, CherryPy, Subversion, Bugzilla, TWiki, IRC/bots, Tinderbox, Perl]
- **Build/Release Master**: Served as "release master" for **public, open-source** Cosmo software releases and associated Chandler Hub service upgrades. Coordinated countdown to "zero bugs", release candidate testing, release notes, and public announcements. Served as "buildmaster" for Cosmo (Java multi-protocol PIM) and Chandler Desktop (Python/C desktop PIM on Windows, Mac, Linux). Managed **Subversion tagging** and production of various public releases and formats.
- **Metrics Manager**: Led metrics for OSAF products. Implemented community dashboard and management reports on dashboard.osafoundation.org using **new codebase for metrics** with data extraction from log files, analysis, storage, and graphing. [Python/Pylons, PostgreSQL, graphing libraries, Google Analytics]

OSAF Volunteer (Dec '08 - Present)

- Served as President and Secretary/Treasurer of the Board of Directors for OSAF.
- Volunteer sysadmin for the OSAF cluster of 12 hosts and service manager for Chandler Hub, a public web service with about 2000 daily users.

[Digital Impact, a digital marketing company](#)

Toolsmith, member of Strategic Operations (Nov '03 - Aug '05)

- Built in-house highly-available enterprise **monitoring framework** for network of 500 heterogenous servers, 10 Oracle databases, and 8 applications totaling **15,000 data streams** with 1,100 alerts. [Nagios, Perl, mod_perl, Oracle, Solaris, heartbeat].

- ◉ **Automation** of core enterprise systems, including outbound mail servers and incoming mail requests. Development and maintenance of end-user tools for configuration. [PHP, Perl, cron]

Jared Rhine Business Network, a sole-proprietorship

Various contracts (2000 - 2003)

- ◉ All paid gigs: A video transcoding appliance. Web CMS. A data warehouse in SQL Server. A no-hands Linux provisioning CD for an iSCSI appliance. Web performance reports via packet-level timing. Email survey campaign creation and analysis tool. Personalized real-estate listings web app. Product planning for Java 3D data visualization tool. Ran a small application and domain hosting business.

Organic, Inc., a web professional services company

Associate Director of Engineering (Jan '00 - Sep '00)

- ◉ Consulted for **new service line** focused on customer relationship measurement and analysis. **Defined product set, roadmap, and initial scope of work.**
- ◉ Provided Internet expertise to leading school management software company developing \$50 million initiative to provide nationwide secure parent/teacher/student extranet. Developed **50-page technical cost model** covering planning, development, operations, and maintenance.

Director of Engineering (Oct '98 - Jan '00)

- ◉ **Profit/Loss (P&L) responsibility for \$14M** annualized engineering revenue. Tripled department headcount to 115 professionals in six engineering disciplines.
- ◉ Accountable for the **timely and correct delivery of all software development** for ~25 client projects, primarily in Java/J2EE, XML, ATG Dynamo, WebSphere, Oracle, and Solaris. Site functionalities spanned ecommerce, personalization, portal, content, extranets, B2B, customer support. Worked extensively with project teams to troubleshoot projects, mediate interdepartmental issues, and improve engineering execution.
- ◉ **Directed new business** for the engineering group (~60 prospects). Qualified, pitched, closed, and kicked-off new engagements. **Responsible for realistic scope and profitability** of new project work.

Chief Project Engineer (Sep '97 - Oct '98)

- ◉ Started new engineering group composed of technical leads and system architects; **grew staff from 3 to 13**. Group was responsible for delivery of between 8 and 20 concurrent projects, accounting for ~\$7M in annual revenue. Directed an **increase in department billable percentage** from 25% to 60%.
- ◉ Established technical project management standards and methodology. Trained project engineers, engineering teams, and other groups in estimation, scheduling, and risk management.
- ◉ **Proposed and established Organic's ecommerce system architecture** for first wave of web-based commerce sites.
- ◉ Led bi-coastal engineering team of 12 in \$1.5M Broadvision/Verity/Mapquest web site relaunch for Home Depot in 90 days.

Engineering Lead (Dec '95 - Sep '97)

- ◉ Served as architecture and coding lead for ~20 projects, including McDonald's, Sony Electronics, LucasFilms (Star Wars re-release), US Healthcare/Intelihealth, and AAA. Implementation in CGI, Perl, C/C++, Apache, flat files, MySQL. Supervised small number of direct reports. Mentored junior developers and developed informal coding and process standards.

Software Engineer (Aug '95 - Dec '95)

- ◉ Designed and implemented a fully customizable discussion forum software product in Perl for client engagements. Pioneered use of template-driven web pages, defining successful pattern for implementing commercial web sites.

Harvey Mudd Academic Computing, a college MIS group

Unix Systems Administrator (Dec '92 - May '95)

- ◉ Built and configured first generally accessible Unix server for student body. Sole management of 5 clusters totaling approximately 40 workstations and servers for academic departments. Managed college web, gopher, ftp, and mail services.
- ◉ Designed and implemented new college-wide information systems: first web and gopher servers, 600 email distribution lists autogenerated from student and staff rosters, and web, gopher and mailbot accessible archives.

Education

Harvey Mudd College, Claremont CA

Bachelor of Computer Science. Research focused on networked information discovery and retrieval. Thesis proposed distributed architecture for community-content Internet encyclopedia. Integrated, systems-oriented science curriculum.