Steven Viola

KEY SKILLS					
PythonAWSLinuxRHEL	DevOpsAgileCI/CDPuppet	 Consul Terraform Docker Kubernetes	 Speech to Text RabbitMQ Git	FFmpegGrafanaNew RelicApache	MySQLRedisPHPJavascript

EXPERIENCE

VP of Infrastructure & Development Operations

New York, NY

Critical Mention / Onclusive

2020 — Present

- Directed Infrastructure and DevOps teams globally, responsible for the operational excellence of the organization to achieve 99.99% uptime.
- Executed ML training and development of a customized Speech to Text model. Deployed on Kubernetes in a highly available cluster which transcribes 15 days of audio per hour, 24/7/365 in realtime.
- Architected backend application to download and transcribe thousands of Podcasts feeds in realtime.
- Orchestrated the implementation of a comprehensive incident response and support process organization-wide, outlining precise steps for incident identification, communication, recovery, and documentation.
- Trained and guided support teams while also mentoring junior developers. Facilitated knowledge transfer and skill development.

Senior Systems Engineer

New York, NY 2013 — 2020

Critical Mention

- Modernized core infrastructure to implement automated scalability within AWS.
- Lead a team to develop features for FFmpeg to add the capture of video and closed captioning from HD-SDI video cards, to be used in hundreds of production studio environments within North America.
- Created a Speech to Text infrastructure using AMQP for queuing jobs, and Puppet to configure the cluster.
- Designed a custom monitoring platform within Google App Engine, to detect and address issues that occur with the capture of thousands of television and radio channels.
- Deployed an Openstack infrastructure for the easy creation and maintenance of virtual machines.

Systems Engineer

New York, NY

Critical Mention

2011 - 2013

- Developed several compartmentalized, scalable, and reusable backend systems, exposed through a set of APIs.
- Contributed to Open Source Software, such as FFmpeg, for the recording and editing of broadcast television.
- · Enhanced software to record and edit High Definition video, adding new features to the product.

Technical Operations Administrator

New York, NY 2010 — 2011

Critical Mention

· Responsible for the maintenance and uptime of thousands of Linux servers across the globe.

• Vital to the success of a large datacenter migration within New York City.

PROJECTS

Reddit Movies Bot

2015 - 2017

• Created a Reddit bot to provide IMDB & Rotten Tomatoes reviews, along with links to rent, purchase, or stream movies referenced on Reddit posts and comments.

Bit Torrent App Developer Challenge — First Place

2010

• Awarded first place for creating an application which uses Bit Torrent's SDK and the Jamendo API to discover and download free and legal music under Creative Commons licenses.

EDUCATION