

CHARLES WEIBLEN

WRENTHAM, MA 02093 • CHARLIE@WEIBLEN.COM • (508)726-9807

SUMMARY OF QUALIFICATIONS

A Technical Manager and Consultant with 20+ years of experience in DevOps, SRE, cloud operations, project management, and cyber security. A proven track record of delivering improvements to business performance and customer experience for enterprise organizations. Adept at leading and building high-performance technical teams to create innovative technology solutions.

WORK EXPERIENCE

Consultant

Benefitscape

**November 2015 – Present
Natick, MA**

- Designed and implemented all DevOps processes at Benefitscape, CI/CD, observability, monitoring and alerting, automated build and deployment using GitHub Actions on every pull request and code merge, which improved quality, speed, and bug resolution times.
- Integrated Prometheus monitoring with alerting to Slack channel, Grafana dashboards for observability and centralized logging in Amazon Cloudwatch, enabling quick diagnosis of any potential errors.
- Spearheaded the development and deployment of new microservices architecture on Kubernetes, which enabled rapid software development and reduced operational overhead of SaaS applications.
- Implemented Istio service mesh for improved security posture and observability.
- Secured infrastructure, remediated application vulnerabilities, and fully automated environment provisioning and application deployment to satisfy security policies and customer security audits.

Vice President of Cloud Operations

ArisGlobal LLC

**February 2022 – September 2023
Waltham, MA**

- Managed 80+ personnel across various global teams and led operations of cloud infrastructure and co-located data centers, which included overseeing DevOps, SRE, database administration, 24x7 on-call support with an annual cloud infrastructure budget of \$15M.
- Created and hired a new SRE team, established monitoring standards, and drove implementation of APM and real-user monitoring.
- Pioneered GitHub Actions for CI/CD, successfully implemented over 30 new projects, and migrated 20 existing Jenkins jobs, which improved software development times and build reliability.
- Introduced automated patch management and vulnerability remediation.
- Successfully migrated two customers from a co-located data center to VMware Cloud on AWS, which included managing disaster recovery, business continuity plans, and testing.
- Executed 30+ cost management and optimization projects valued at up to \$1M total.

Vice President of Engineering

Invoke Inc.

**April 2016 – February 2022
Waltham, MA**

- Led all aspects of Product Development, Engineering, IT, and Information Security for a real-time market research platform and drove improvements to quality, performance, scalability, and UI design.
- Implemented world-class security and ensured compliance with strict customer security requirements and audits for large media corporations, including ABC, Disney, Netflix.
- Managed product backlog, oversaw all aspects of the Agile SDLC, drove product innovations, identified use cases for new features, and integrated new AI, machine learning, and NLP technologies.
- Successfully completed an asset acquisition valued at \$10M by MarketCast in 2022, which included performing sell-side due diligence.
- Designed a new UI for a real-time market research application to enhance usability for survey participants and modernize look-and-feel.
- Integrated AWS chime technology into product to provide real-time video capability.

Head of Technical Operations

JobCase

**March 2015 – April 2016
Cambridge, MA**

- Managed all aspects of corporate IT and web site operations for an ad-tech business valued at \$300M, introduced and implemented ansible for automated configuration and deployment, and created incident and problem management processes, SLA and KPI monitoring and reporting.
- Performed MySQL database migrations on multi-terabyte databases with zero/minimal downtime.

CHARLES WEIBLEN

WRENTHAM, MA 02093 • CHARLIE@WEIBLEN.COM • (508)726-9807

Head of Cloud Operations

CheerNetworks, Inc.

January 2014 – February 2015

Boston, MA

- Implemented all DevOps and SaaS operations, including infrastructure, CI/CD, security, QA, backup, OS and software patches, application performance monitoring (APM) and internal IT.
- Maintained business critical SaaS infrastructure, for 24-hour operations.
- Established automated backup and disaster recovery procedures for MongoDB and AWS infrastructure.
- Created and implemented security policies for all networks, systems, applications, and customer data.
- Established environment and application monitoring for availability, performance, and security anomalies.

Vice President of Engineering

Intralinks, Inc.

2011 – January 2014

Waltham, MA

- Directed the management team and technical staff in Systems Engineering and Performance Engineering, which included supporting two data centers comprising approximately 60 physical servers and 150 virtualized containers (Solaris and Linux).
- Provided tier 3 support, troubleshoot complex technical issues, and conducted root cause analysis for application and infrastructure problems.
- Initiated process improvements for Problem and Incident Management, based on ITIL frameworks.
- Implemented Web Application Firewall for protection against DDoS attacks and malicious traffic.
- Defined KPIs and SLAs for system and application monitoring and alerting.

Director, Performance and Capacity Engineering

Senior Manager, Performance Engineering

Senior Performance Engineer

Intralinks, Inc.

2009 – 2011

2008 – 2009

April 2006 – 2008

Waltham, MA

- Created the Application Performance Management (APM) program at IntraLinks.
- Implemented Java server monitoring (dynaTrace) and end-user experience monitoring (Coradiant), resulting in faster root-cause analysis and MTTR for production issues and application defects.
- Pioneered performance testing methodology and established consistent processes across the team.

ADDITIONAL WORK EXPERIENCE

Senior Performance Engineer, Fidelity Investments

Senior Quality Assurance Engineer, Concero

July 2001 – April 2006

August 1999 – July 2001

PROFESSIONAL SKILLS

- **Cloud Providers:** AWS, VPC, EC2, Azure and Rackspace
- **Languages:** Java, JavaScript, Bash, Python, Scala
- **Frameworks:** ReactJS, Angular, Spring, Dropwizard, Quarkus, Ruby
- **IaC:** Terraform, CloudFormation
- **CI/CD:** ArgoCD, Jenkins, GitHub Actions, Bitbucket Pipelines, Ansible, Chef, AWS Systems Manager
- **Containers:** Kubernetes, ECS Fargate, Docker, Podman, Helm
- **Databases:** Snowflake, PostgreSQL, MySQL, Oracle, MongoDB, RDS, Aurora
- **Monitoring:** Prometheus, Grafana, Datadog, NewRelic, Dynatrace, Sentry, Zipkin, Jaeger
- **Security:** CrowdStrike, SentinelOne, Snyk, AWS Security Hub, AWS Inspector, Amazon GuardDuty

EDUCATION

Master of Business Administration (M.B.A.)

Babson College

Graduated 2006

Wellesley, MA

Bachelor of Engineering (B.E.)

Thayer School of Engineering

Graduated 1996

Hanover, NH

Bachelor of Arts (B.A.)

Dartmouth College

Graduated 1995

Hanover, NH