# LONNI **FRIEDMAN**

Seasoned Site Reliability Engineer / SRE

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LinkedIn GitHub

## SKILLS

### OS

Red Hat Ubuntu Fedora FreeBSD

### CODE

python Temporal bash shell SQL php github-actions Salt awk sed

### CLOUD

AWS EC2 ELB NLB RDS Docker Spinnaker Jenkins

### NETWORK

BGP TCP BIRD Apache nginx tcpdump

### DATA/OBSERVABILITY

Elasticsearch presto Trino OpenSearch PostgreSQL Kibana Grafana ELK

### API

GraphQL gRPC REST

## EDUCATION

**B.S. Biomedical Engineering**
Rensselaer Polytechnic Institute
Troy, NY

## SUMMARY

Site Reliability Engineer with over a decade of experience creating tools & automation targeted at reducing manual effort, auto-remediation and delivering actionable insights to provide measurable reliability improvements at scale. Always seeking out new & challenging problems to solve via code & collaboration.

## EXPERIENCE

### OCTOBER 2013 - FEBRUARY 2025

**Senior Reliability Engineer (L05) | NETFLIX | LOS GATOS, CA**

As a member of the Open Connect CDN Reliability team, I was responsible for both day to day operation of the global CDN, as well as contributing & collaborating with others to improve the reliability of the CDN.

- Created & ran Docker deployed python automation tools in the cloud to eliminate manual effort, auto-remediate faults and generate observability reports for the fleet of highly distributed Open Connect Appliances (OCA) & Open Connect Gaming Appliances (OCGA). This infrastructure resulted in reduced man power demands as the size of the CDN continued to grow, as well as improved service uptime for the CDN as well as ISPs.
- Resolved Open Connect Appliance (OCA) IP network routing, hardware and capacity issues as part of an on call rotation. This included creating new tools to reduce manual effort on common issues, to avoid the need for additional hiring.
- Created per appliance hardware component inventory infrastructure, to capture discreet power supply and network device component attributes which reduced time to investigate and debug issues, provided insights into usage trends for inventory management, which reduced man power requirements as well as spend on unnecessary hardware
- Designed and implemented infrastructure to monitor appliance to appliance network connectivity performance, which provided insight into connectivity problems (latency & packet loss), so that CDN content distribution problems could be prioritized and resolved to improve the quality of experience for customers.
- Drove efforts on the highest traffic ISP networks which experienced connectivity issues, which resulted in 16% reduction in customer reported issues and cost savings against expensive transit paths.
- Implemented appliance Trusted Platform Module (TPM) monitoring infrastructure which reduced manual attestation failure triage time by 97%, improving the overall security posture of the fleet
- Participated in hiring panels for multiple teams

- Setting up new hires for long term success via mentoring and training
- Participated in industry conferences
- Coworkers describe me as detail oriented, a tenacious problem solver, and incredibly dependable.

### JANUARY 2007 - OCTOBER 2013

**Senior Automation Engineer | NVIDIA | SANTA CLARA, CA**

As a founding member of the CUDA Automation group, I architected, deployed & managed the CUDA test automation lab infrastructure, which consisted of hundreds of test systems running Linux, Mac OS X & MS-Windows, managed by file, database & web servers. This infrastructure was continuously used by several globally distributed teams (Developers & QA) for development & testing of new CUDA system software releases.

- Automated test plan development for current & future GPU products
- Design & maintenance of test automation scripts (bash & perl)
- Hardware & software/OS performance & stability monitoring and management (SNMP, munin & homebrew) tools
- Developer test automation tools (backend engine & web front end). Enabled developers to test GPU driver and library changes across dozens of permutations of GPU hardware and OS software stacks simultaneously, improving code quality and release velocity
- Development & deployment of automated test result reporting tools and applications (web/PHP based). Provided release managers and developers a simple, self-service dashboard for determining the overall health of the CUDA software stack.
- Primary decision making responsibility for planning & purchase of new hardware. Focus was on functionality over performance wherever possible to stay within long term budgets.
- Interviewed candidates for open positions and mentored new hires
- Researched, reviewed, and made proposals to management for new tools to enhance the automation infrastructure, which included virtualized automated build environments running Linux or Windows, replicated file servers using DRBD, and load balanced database clusters using PostgreSQL streaming replication & pgpool. Continuously improving CUDA testing velocity and overall coverage.

### APRIL 2005 - JANUARY 2007

**Senior Unix OEM Support Engineer | NVIDIA | SANTA CLARA, CA**

- Provided support to external and internal customers who were using NVIDIA products in a UNIX (Solaris & Linux) environment, including discrete graphics & integrated chipset drivers & issues.
- Maintained internal QA test infrastructure (automated Linux distribution installation tools (kickstart,etc) and file servers)
- Interviewed candidates for open positions.

### October 2000 - APRIL 2005

**Senior Support Engineer | VA SOFTWARE | SANTA CLARA, CA**

- Provided second tier technical support for SourceForge, RedHat & Debian Linux, including Apache, Sendmail, BIND, SSL, CVS, PGP, Oracle, mySQL, PostgreSQL, & Mailman.
- Configured & maintained the department LAN and server infrastructure which included production & development User Mode Linux servers.

- Managed first tier support for VA Linux hardware including rackmounts, network storage devices, hardware RAID implementations, & SourceForge.
- Developed and taught a training program for new employees.
- Monitored & evaluated employee & departmental performance, and generated metric reports.
- Interviewed applicants for open positions.