

# John Hirbour

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*A highly motivated, detail oriented professional software engineer focusing on data modeling, Devops, Test Drive Development, System Administration and Infrastructure*

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## PROFESSIONAL EXPERIENCE

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*Continuity, New Haven, CT*

### **Senior Data Engineer**

2015 – Present

Maintained a Ruby on Rails application to track regulatory banking compliance with a particular focus on data aspects. Mentored junior developers through pair programming. Used agile development techniques and test driven development to ensure quality code and coverage. Migrated the entire application to be Timezone aware for all US banking territories.

Administrated servers, load balancers, and databases and using Puppet for Devops. Helped migrate from MySQL to Postgres using Amazon RDS. Helped setup Sidekiq for queuing and decoupling of complex business processes. Implemented a Datawarehouse and NoSQL faceted reporting backed by Elastic Search. Automated database backups and anonimization using rake tasks and cron.

*Primetime Solutions, Torrington, CT*

### **Software Engineer**

2012 – 2015

Supported home-grown legacy PHP e-commerce software. Decoupled features out of the legacy application and re-implemented the features using Ruby/Ruby on Rails using RabbitMQ/AMQP for asynchronous messaging. Implemented a multi-tenant Ruby on Rails application with Spree E-Commerce engine to serve all (80+) websites from one application. Integrated support workflow with backend systems using automated Chat integration and task software integration. Implemented Puppet for Devops system administration and Nagios for monitoring. Integrated Netsuite ERP with Spree for synchronization of business objects.

*Market76, New Haven, CT*

### **Lead Database Engineer / Co-Founder**

2011 – 2012

Design, develop, implement, and maintain large-scale MySQL database solutions to clients in the financial services industries. Reverse engineer financial data from banks into normalized accounting formats (ETL). Create and implement security policies and procedures to ensure server, desktop, and network security. Enhance database performance, implement recovery procedures, and conduct regular performance tuning and conduct systems backups. Ensure technical and functional designs meet vendor and client requirements. Manage team of four developers.

- Developed architecture and implemented secure infrastructure to import financial data for over 65,000 accounts, 2.9 Million financial transactions, 67,000 stock tickers, and 75 Million stock prices
- Provide large-scale data parsing and data problem resolution
- Serve as System Administrator for all infrastructure servers including Apache, Tomcat, MySQL, SSH, SFTP, Samba, Apple File Sharing, PF Sense firewall and general desktop support for Windows
- Design systems to support business reporting and OLAP

*MegaPath (Previously DSL.net), Wallingford, CT*

**Lead Software Engineer**

2003 – 2011

Integrated applications of acquired entities to provide enhanced managed IP services to international clients and more than 1,000 U.S. retail/restaurant locations. Built and designed network and customer inventory tracking software. Directed and performed all phases of projects' lifecycles including requirements gathering, analysis, design, coding, unit and system testing, and deployment. Managed team of developers and implemented triage support scheduling and on-call rotations.

- Enhanced functionality of existing inventory software program to track 3 Million inventory assets serving over 160,000 customers
- Successfully migrated 90,000 customers from three disparaged systems to newly improved system in 24 hours resulting in less than 1% of records requiring manual correction

**Network Engineer (MegaPath)**

2002 – 2003

Provided support of nationwide ATM and frame relay network. Served as 3<sup>rd</sup> Level Technical Support to provide resolutions to escalated customer problems. Consolidated spreadsheets and databases from different departments and designed user interfaces to improve processes and workflow.

- Designed and implemented monitoring solutions for 2,234 network devices spread across 334 locations

**Unix Systems Administrator (MegaPath)**

2000 – 2002

Administration and physical maintenance of 100+ Linux and Solaris servers. Supported nationwide customer-facing production infrastructure (servers, routers, load balancers). Provided network design, deployment and security reviews.

- Gathered requirements and designed ticketing system to allow tracking of outages and ToS violations

**Tier Two Technical Support Specialist (MegaPath)**

1999 – 2000

Managed outage and support ticket queues. Served as Level 1 support for escalation issues and installations.

*Quinnipiac University, Hamden, CT*

**Computer Helpdesk Technician**

1998 – 1999

Provided students and faculty software/hardware support and installation and general desktop support.

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**TECHNICAL SKILLS**

Ruby, Ruby on Rails, Postgres, MySQL, MySQL stored procedures, Data Auditing, ETL, OLAP, Oracle, Linux, OS X, Apache, Tomcat, DNS (BIND), HTML, CSS, PHP, Perl, Bash, ORM/MVC Frameworks, Webs Services, Joomla, Microsoft Office/Access, Wordpress, Adobe Photoshop, Pixlemator, Routers, Firewalls, Switches, VPN/Network Security, TCP/IP networking, VoIP

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**EDUCATION**

**Quinnipiac University**, Hamden, CT B.S. in Computer Information Systems – 2003  
**Milton Hershey High School**, Hershey, PA / **Serious Jojo High School**, Fukushima, Japan  
General Academic Diploma with Focus in TV and Multi-Media Productions – 1998

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**ACTIVITIES & INTERESTS**

**Woodworking, Pugs, Audio Engineering**  
**CT Folk Festival and Green Expo** - Volunteer

*References Available Upon Request*