



Languages
Python
◆◆◆◆◆
PHP
◆◆◆◆◆
Splunk Script
◆◆◆◆◆
Javascript
◆◆◆◆◆
SQL
◆◆◆◆
Go
◆◆◆
Skills
Datadog
◆◆◆◆◆
Splunk
◆◆◆◆◆
Redis
◆◆◆◆
Memcached
◆◆◆◆
Rabbit/MQTT
◆◆◆◆
Jira/Confluence/Fisheye
◆◆◆◆
Openstack Swift
◆◆◆◆
git/svn
◆◆◆◆
Docker/Portainer
◆◆◆◆
IPMI/Redfish
◆◆◆◆
Awards
CEO Circle
Texas Capital Bank
2023
The highest award at the bank. Awarded for my work in reducing incidents through observability and early alerting.
Bulldog Award
Texas Capital Bank
2023
Technical Achievement for building out the bank's observability strategy
Allstars Award
Texas Capital Bank
2023
Various Allstar awards for product launches and company values.
Outstanding Technical Achievement
IBM
Bare Metal Provisioning Improvements
Outstanding Technical Achievement
IBM
Bare Metal Server Lenovo 8-Way for SAP
Outstanding Technical Achievement
IBM
SoftLayer Failover Planning and Execution
Outstanding Technical Achievement
IBM
SoftLayer Global Network Support Key Functionality
Interests
Self-Hosting
3D Printing (FDM & SLA)
Metal Smelting/Casting
Welding

Adam Shaw		
📍 Lantana, Tx 76226 • 📞 940-977-1002 • @ adam@shawsnap.com • 🌐 https://adamryanshaw.com		
Summary		
Looking for a challenging and exciting role to utilize my technical and leadership skills for the growth of the organization and to improve customer experience with their products.		
Experience		
Texas Capital Bank	April 2022 - Present	
Principal Engineer		
🔗 https://www.texascapitalbank.com/		
<ul style="list-style-type: none">Built out observability platform for the bank using DatadogBuilt custom software for monitoring vendor hosted applications.Greatly reduced the number of customer-felt incidents by proactively alerting on metric-based anomalies.Presented bank's observability platform to the FDIC and TDOB auditsParticipated in CAB/ARB process to evaluate and help groups improve production stabilityRan a one week workshop in Hyderabad, India for training offshore resourcesBuilt out code review, unit test, linting automated process for SREParticipated on countless major incident bridges helping drive towards speedy resolutions for customersBuilt out automation for monthly Bloomberg trading data to improve trade analyst productivity and reduce bank risk		
IBM	May 2019 - April 2022	
Operations Software Architect		
<ul style="list-style-type: none">Developed and Deployed alerting system for Network/Disk/OS issues to 50,000 active cloud hosts. This system also allowed datacenter personnel to learn what actions caused issuesBuilt tooling to help support teams address internal tickets faster by automatically verifying and closing ticketsDeveloped automation which allowed teams and leadership see any time customer orders were not fulfilled (or slipped SLO/SLA)Built Linux daemons to address security vulnerabilities to increase reliabilityGenerated various guest subscription models to allow executives to see what methods would increase utilization and visualize business impactWorked with fortune 500 customers to better utilize the cloud offering for their use-casesWrote Go bindings to allow for automated securityParticipated in CAB and global RCA processesBuilt and deployed IPMI automation to review inventory hardware configurationsBuilt system to automatically upgrade firmware on empty hosts to improve reliability of systemsBuilt automation to address security scan vulnerabilitiesBuilt predictive model graphing to allow teams to project when upgrades and deployments would complete and identify bottlenecks		
SoftLayer Technologies, an IBM Company	Sept 2013 - May 2019	
Development Lead/Software Architect		
<ul style="list-style-type: none">Developed RAID alerting system to handle scaling issues with 40+ datacentersWorked with enterprise customers on infrastructure deployment issuesDelivered RCA reports on multiple service issues spanning multiple teams and offeringsDeveloped Hardware Matching python service with >90% code coverageDesigned testing suite for vetting third party encryption serviceWrote request tools for assisting customers with API usage (request browser)Rewrote existing image transfer/editing system to allow service scaling from 14 datacenters to 40+Developed APIs for allowing customers to import and export images into the SoftLayer systemHosted several talks (learning sessions) teaching the company how to collect data and notice trends using SplunkLead scrum team of 5 developersTrained new developers in existing systemsWrote an extensive note-taking \napplication used by several developersEvaluated scope of potential system failures and helped multiple teams learn more about their systems		
Talk Fusion	Dec 2012 - Sept 2013	
Software Engineer		
<ul style="list-style-type: none">Developed and maintained products and servicesDeveloped an XMPP client for notifying associates of updatesRewrote contact management UI to use REST web services (and remove security holes)Wrote Double Opt In system to handle mass emailersManaged staging and production deployment of all codeWrote a critical path bot in CasperJS to monitor and notify personnel of system failuresDeveloped slim php REST server to handle video conference applicationIntegrated video conference application with the XMPP server using Strophe.js		
SoftLayer Technologies, Inc.	Sept 2011 - Dec 2012	
Software Engineer		
<ul style="list-style-type: none">Developed and maintained customer/partner portal.Developed several new products UI's (Object Storage, Agent Portal, Private Clouds).Wrote custom ExtJS UI's using Ext 3.0 and Ext 4.0.Helped convert several legacy Ext 3.0 applications to the new Ext MVC model.Maintained and contributed to GitHub Object Storage project.Gave several demos to C-levels and Engineering teams.Worked with SME's, UX designers, and QA teams to create products that were stable and delivered in a timely\nmanner.Organized several tiger team meetings to meet deadlines on critical projects.Helped optimize web service calls by reducing payloads and finding optimal request paths.Created a UI pagination scheme for OpenStack Swift with custom Ext components.		
Education		
Texas A&M University, College Station	2003 - 2006	
Computer Science with a minor in business		BS