Mark Holcomb

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Top Skills: AWS (SageMaker, EKS, Lambda, Glue), Continuous Integration & Continuous Delivery (CI/CD), Terraform, Kubernetes, Infrastructure as Code (IaC), Python, Golang, Linux Systems Engineering.

Professional Summary

Professional systems engineer with extensive expertise across UNIX and Linux ecosystems. Recent focus centers on architecting cloud infrastructure services and driving platform automation using tools such as Terraform, Enterprise Chef, and Puppet. Proven track record of rapidly adapting to complex technical environments, delivering both as a collaborative team member and as an independent leader. Systems engineering foundation is complemented by deep hands-on experience in network programming and software architecture.

Professional Experience

Shell Recharge Solutions
San Francisco, CA (Hybrid/Remote)

Senior Software Engineer — *March 2024 – Present*

- Architected and deployed AWS SageMaker real-time inference endpoints and batch transform pipelines, integrating AWS Lambda for low-latency model serving and event-driven inference workflows.
- Increased machine learning pipeline reliability by implementing robust logging, automated CloudWatch alerts, and real-time metrics dashboards.
- Developed reusable AWS Glue ETL modules and Terraform patterns to streamline cloud data ingestion and infrastructure provisioning.
- Utilized Python and Apache Spark to build and optimize large-scale data processing workflows.
- Enhanced monitoring and alerting systems to reduce incident response times (MTTR) and improve service uptime.
- Provisioned and managed AWS SageMaker MLOps infrastructure using Terraform, enforcing secure VPC endpoints, Model Registry versioning, and IAM least-privilege policies.
- Led cross-team technical handoffs through comprehensive documentation and knowledge-sharing sessions.

engi
Remote

Senior DevOps Engineer — *July 2022 – March 2024*

- Led the orchestration and maintenance of end-to-end infrastructure at engi.
- Spearheaded Infrastructure as Code (IaC) implementation using Terraform to streamline provisioning and automation across environments.
- Maintained cryptocurrency nodes and exchange infrastructure leveraging Substrate.
- Automated testing and deployments through CI/CD pipelines utilizing CircleCI and AWS CodePipeline.
- Architected multi-region AWS infrastructure encompassing ECS, ECR, ELB, and AWS SSO.
- Engineered monitoring solutions with CloudWatch, Prometheus, and Better Uptime to ensure optimal system performance.
- Managed Redis and NoSQL databases, focusing on RavenDB deployments.

Grubhub
San Francisco Bay Area, CA

Senior Site Reliability Engineer — *June 2021 – July 2022*

- Developed and maintained AWS EKS Kubernetes deployments.
- Contributed microservice code in Python and Golang supporting core Grubhub delivery services on AWS.
- Implemented Infrastructure as Code (IaC) modules using Pulumi.
- Maintained metrics infrastructure leveraging Datadog across internal microservices.
- Conducted code reviews and collaborative development using GitHub.

Salesforce
San Francisco, CA

Cloud Engineer – Principal Member of Technical Staff — *May 2016 – June 2021*

- Contributed Terraform and Golang code to core microservices for the Salesforce Public Cloud Service (Falcon) on AWS.
- Enhanced CI/CD automation pipelines using Chef, Salt, Python, and Ruby.
- Played a key role in driving software quality by developing team coding standards, unit/integration testing, and CI automation.
- Participated in code reviews and mentored junior team members.
- Implemented monitoring and analytics using Splunk, Grafana, and internal platforms.

Gap Inc. **San Francisco, CA**
Principal Engineer *July 2012 – May 2016*

- Developed homegrown scripts in Python and Ruby for infrastructure automation (e.g., iDRAC firmware maintenance, BIOS attribute configuration, DDNS, and Infoblox integration).
- Authored dozens of Chef recipes to automate infrastructure and service provisioning, covering 95% of all base systems across Gap Inc.
- Managed source-control-driven automation systems using Git, Chef, Electric Commander, and Jenkins.
- Implemented a multi-petabyte Hadoop Big Data cluster managed via custom Chef recipes.
- Deployed a Splunk log aggregation cluster from scratch, configuring thousands of input sources and field extraction rules.
- Enabled LBaaS and DBaaS solutions (such as Trove) on OpenStack to support automated cluster deployments.

PRIOR SYSTEMS & ENGINEERING EXPERIENCE (2000 – 2012)

- **Cox Enterprises** – Linux Systems Engineer *Feb 2010 – July 2012*
- **Verizon Wireless** / **Novell** – Linux Engineer *Dec 2009 – Feb 2010*
- **TracFone Wireless** – Systems Engineer *July 2009 – Nov 2009*
- **Walmart** / **Novell** – Linux Specialist *Feb 2009 – July 2009*
- **Voobon Ventures** – Senior Systems Administrator *July 2008 – Nov 2008*
- **MG Investor Relations** – Software Developer & Network Admin *April 2006 – Aug 2008*
- **CET Networks, Inc.** – Network Engineer / Systems Administrator *March 2003 – April 2006*
- **Pet Circuit, Inc.** – E-Business & Automation Consultant *May 2002 – June 2005*
- **Cryptic Net Communications** – Network Architect *Feb 2001 – Feb 2003*
- **Linux Support Services (Digium)** – Software Developer *Sept 2000 – Feb 2002*