

# Daniel C. Eckert

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## SELECTED EXPERIENCE

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### Principal Engineer, Architect, Engineering Lead at Comcast (Elastic Cloud, VIPER)

Oct 2016 – Present

#### Activities:

- Created and led 2 new teams of software engineers
- Designed and developed Slack apps/integrations, MVC APIs, UIs, and scalable message-oriented multi-region, multi-instance scalable, distributed microservices (d3, Golang, jQuery, MongoDB, MySQL, OpenStack, Oracle, Perl, PHP, PostgreSQL, Python)
- Automated workflows (Bash, Perl, PHP, PowerShell)
- Created a cloud network analysis tool (Golang, MySQL)
- Assessed risk for 4 new datacenters and supply chain
- Created public-cloud, private-cloud, and hybrid services running on OpenStack, AWS, Azure, VMWare
- Created product development roadmaps and coordinated biweekly sprint workloads
- Managed key stakeholder and vendor relationships
- Created accurate job descriptions, phone screen process, technical interview process

#### Impacts:

- Created map of national ISP backbone, Internet transit, and datacenter networks
- \$2.3M recovered in annual OpEx by identifying and consolidating unused resources (12 groups, 26 DCs)
- 90% improvement in time-to-contribute by creating a standard onboarding process (1 day vs 2 weeks)
- 98% increase in delivery speed (40hrs+ vs 30mins; \$3k+ savings/feature, 10x+ productivity)
- 10x+ increase in productivity with new DevOps culture
- Grew budget from \$500K to \$2M to meet org needs
- Created software engineering practices wiki
- Increased traction for \$10M+ private cloud investment by creating OpenStack API helpers (PowerShell, Perl, Bash), negotiating quotas, and crafting usage policies

### Founder, Principal Consultant at Drakontas Consulting

Jun 2002 – Present

#### Activities:

- Hired, trained, and led teams of up to 20 consultants
- Established hundreds of clients and key industry vendor partnerships in nationwide practice
- Delivered enterprise-grade network architecture, software development, risk assessment, staff training, and productivity improvements while minimizing total cost of ownership and creatively meeting tight budgets
- Designed BYOD campus networks, ultra-high density WiFi for stadiums and conferences (4:1, 15000+ devices), web apps, and microservice platforms (AWS, Azure, GCP, Rackspace, Softlayer, hybrid & multicloud; REST, message oriented architecture, SOA)
- Created a 3-year equipment cycle (new/used/rentals)

#### Impacts:

- 300% increase in YoY revenue and client bookings
- 1,000% increase in clients' network bandwidth
- 90% improvement in customer WAN latency
- Managed client risk with planned-expense budgeting
- Increased access for low-asset clients by creating in-house financing and vendor partnerships
- 90% increase in project delivery speed by optimizing client intake and warehouse processes
- Increased client confidence with infrastructure security and legal compliance practices
- Improved client OpEx with stable infrastructure
- Saved up to \$200K in expenses for nonprofit and education orgs per year through community sponsorships

### Software Engineer II, Technical Program Manager II at Microsoft (Azure, Bing, Cloud Infrastructure)

May 2012 – Sep 2015

#### Activities:

- Planned development cycles, scheduled resources, and led development of 18+ cross-org projects in a DevOps environment, including SDN product team
- Interviewed, helped hire, onboarded, and mentored hundreds of PM and software engineering candidates
- Created data analysis and resource management tools (AngularJS, ASP.net, Azure, Bootstrap, C#, HTML5, jQuery, MS-SQL, MySQL, Perl, PHP)
- Created project requirements and technical specifications
- Represented physical networking and SDN needs in multi-org datacenter architecture decisions
- Triaged live-site incidents during 24x7 on-call, managed incident comms, and completed postmortem reviews
- Created standard monthly org-wide COGS, I&E reports

#### Impacts:

- Streamlined datacenter lifecycle by developing documentation and tools to optimize cross-org efforts
- Increased organizational agility and Bing customer satisfaction with new CDN performance reporting services
- Delivered converged multi-property SDN services, IP management, and decoupled architecture
- Improved datacenter efficiency by leading redesign of software to support larger clusters (8k-16k vs 1k nodes)
- Increased support efficiency and satisfaction by creating documentation, user-directed infrastructure logging & reporting, and cross-team, multi-group collaboration
- Trained Cloud Solution Architects to serve Azure customers (network, infrastructure, software architecture; public, private, and hybrid cloud/on-prem solution design)

## OVERVIEW

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- Creator of robust, scalable infrastructure; lasting products; and healthy organizations for more than 15 years
- Generator of cost savings and process optimization for enterprises, startups, universities, schools, & nonprofits
- Developer of software using 80+ languages and frameworks

## AREAS OF EXPERTISE

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- **Engineering:** Agile, DevOps, Optimization, Redundancy, Risk Assessment, Scalability
- **Planning:** Disaster Response, Budgets, Product Strategy, Succession

## BOARDS OF DIRECTORS

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- Launched, scaled, and pivoted 8+ small and medium nonprofits (arts, tech, education)
- Streamlined operations, improved finances, and expanded program capacity
- Created strategies for executive leadership, finances, governance, logistics, operations, staffing, and volunteers
- Authored governing documents, policies, and long-term strategic plans
- Mediated conflicts and enhanced collaboration among boards, executives, staff, and volunteers

<a href="#">Chairman, Secretary &amp; Founding Director</a> at Hacker Fund	\$500K budget	1 staff	Jan 2015 – Present
<a href="#">Director</a> at School of Acrobatics & New Circus Arts	\$1.8M budget	70 staff	Jul 2014 – Dec 2016
<a href="#">Secretary &amp; Director</a> at Seattle Public Theater	\$500K budget	60 staff	Oct 2014 – Jul 2016
<a href="#">Vice President &amp; Director</a> at Bowie Community Theatre	\$40K budget	No staff	Apr 2014 – Apr 2016
<a href="#">Secretary &amp; Director</a> at Theatre Puget Sound	\$500K budget	10 staff	Jul 2014 – Dec 2015
<a href="#">Treasurer &amp; Director</a> at Zero Waste Washington	\$150K budget	2 staff	Dec 2014 – Dec 2015
<a href="#">Secretary &amp; Director</a> at Raleigh Little Theatre	\$1M budget	60 staff	Jul 2011 – Jun 2014
<a href="#">Vice President &amp; Founding Director</a> at NC Association for Scholastic Activities	\$30K budget	1 staff	Mar 2010 – Jun 2012

## EDUCATION

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[BS Computer Science](#) at North Carolina State University

## ADDITIONAL EXPERIENCE

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[Founder](#) at HostedGroups Jun 2006 – Present

### Activities:

- Created a web app to manage nonprofit org activities
- Built client relationships with 30+ orgs and 6500+ users
- Created service architecture and user experience (MVC, MOA; Bootstrap, HTML5, jQuery, MySQL, Perl, PHP)
- Completed 7 major iterative revisions
- Conducted security and performance audits and implemented mitigations and optimizations
- Migrated from on-prem to AWS public-cloud infrastructure

### Impacts:

- Improved customer org management time >90%
- Increased customer org productivity up to 400%
- Improved 95th percentile page-load times from >120 seconds to <2 seconds (98%)
- Created a cache that increased SQL performance 99%
- Increased profitability by 95% (AWS migration)

[Chief Technology Officer, Infrastructure Architect](#) at Research Triangle High School Jun 2012 – Dec 2013

### Activities:

- Created IT policies, regulatory compliance, and tech budgets up to \$100K for a new public high school
- Created high density WiFi (3:1) & loaner laptop program
- Created a refurbished low-cost laptop sales program to support low income families
- Mentored students in technology and entrepreneurship
- Established key partnerships with vendors, community partners, government agencies, and peer institutions
- Created multi-year infrastructure strategy
- Successfully transitioned department leadership

### Impacts:

- Enabled new STEM learning techniques
- Saved >\$40K in first 3 months
- Generated \$10k year-one revenue from laptop sales
- Saved hundreds of staff hours by developing automation and data management software
- Established RTHS as state leader in per-student Internet utilization (460kbps vs. median 40kbps)
- Increased statewide tech capability by advising technology policies and systems at peer schools
- Ensured long-term tech funding and staff skill/capacity

[Network Engineer](#) in 3 more roles across 5 years, including Cisco Systems & NC State University

[Software Engineer](#) in 4 more roles across 6 years, including Iowa State University & SAS Institute

[Security Consultant](#) in 1 more role across 2 years at Cigital