Cayla Fauver

cayla@cay.la | [GitHub](#) | [LinkedIn](#)

SPECIALTY

Building, managing, and hardening Software as a Service (SaaS), Web, and Software Development Lifecycle (SDLC) platforms with automation, Infrastructure as Code (IaaC), GitOps, & DevOps methodologies.

SKILLS

A wide variety of modern and classic tooling, languages, frameworks, and flavors including:

Ansible, Apache / Nginx, APM (New Relic), AWS, cert-manager, Cloudflare, containerd, Django, Docker, Elasticsearch / Logstash / Kibana, FluxCD, Git / GitHub, Helm, Jenkins, Kubernetes (on-prem and hosted), Linux, MariaDB, Nagios, Packer, PKI (TLS, mTLS), PostgreSQL, Prometheus stack (alertmanager, grafana), Python, shell (bash/zsh), SQL, TeamCity, Terraform, Vault (Hashicorp)

EXPERIENCE

Addgene - Watertown, MA

A non-profit biorepository dedicated to accelerating science by enabling sharing of genetic materials.

Director of Platform Engineering   January 2020 - Present

Grew the responsibilities of the Site Reliability Engineer position into a team responsible for all operational technology at Addgene while maintaining individual contributor duties.

- Established containerization as the favored solution of our growing number of in-house applications and led projects to migrate existing in-house applications to Kubernetes.
- Created and improved processes that enabled rapid patching of vulnerabilities.
- Maintained a 99.9% + uptime / service level agreement over all the years of my tenure.
- Owned the SDLC from developer workstations to production, including continuous integration (CI) and delivery (CD).
- Managed IT department, governance, and auditing responsibilities.

Principal Site Reliability Engineer   January 2016 - January 2020

First organizational role at Addgene dedicated to improving technology operational practices.

- Led multiple generational "leap ahead" projects to modernize Addgene's tooling and infrastructure.
- Established modern IaaC and "cattle not pets" practices for systems and modernized build practices with tools like Packer, Terraform, Ansible.
- Performed a lift and ship migration of our production environment from self hosted virtualization to AWS with no downtime.
- Dramatically improved developer experience with automation around deploys, testing, staging instances, monitoring, and logging.
- Created self-service tools for provisioning and deployment tools to aid rapid development and acceptance testing.

WiserTogether - Boston, MA

An early-stage startup focused on consumer healthcare.

Director of Technology Operations   August 2014 - January 2016

Led a team that deployed and maintained the full stack of cloud-first infrastructure and integrations that hosted the company's customer-facing SaaS multi-tenant platform, as well as all other corporate infrastructure.

- Responsible for all day-to-day technical operations, hardware, and availability.

- Measured and maintained all service level availability (SLA) requirements.
- Identified and stabilized technology spend.
- Assisted closing sales by answering requests for information (RFIs) and security questionnaires.
- Scaled and hardened systems.

lifeIMAGE - Newton, MA

An imaging IT vendor focused on portability of radiology studies and images.

Director of Technology Operations   September 2012 - May 2014

Built and led a team that deployed and maintained the full stack of software, extensive data center buildout, and integrations that hosted the company's customer-facing SaaS multi-tenant platform, as well as all other corporate infrastructure.

- Responsible for all day-to-day technical operations, hardware, and availability.
- Measured and maintained all service level availability (SLA) requirements.
- Assisted closing sales by answering requests for information (RFIs) and security questionnaires.
- Wrote standard operating procedures for the company and the team.
- Championed automation project that reduced the time to deploy new systems by 10 fold.
- Successfully managed the largest non-salary budget in the company.
- Performed security audits and investigations.
- Prepared company for SOC2 attestation.

Integration / Release Engineer   August 2009 - September 2012

Responsible for installation, configuration, and support of deployments for the product's earliest customers, including producing builds, and managing deployments through QA, validation, and production. Also managed the build systems and development systems, and acted as the first point of escalation for production issues.

- Assisted with product design, quality assurance, sales, and account management.
- Originated the support and implementation team and processes.
- Promoted utilization of first to market products and services.
- Created and maintained the products virtual appliance template and associated management scripts.
- Designed and performed sales demonstrations.
- Managed the development team's continuous integration, build systems and processes.

Amicas - Newton, MA

An imaging IT vendor focused on providing a digital radiology solution.

Implementation Engineer   April 2007 - August 2009

Installed, configured, and deployed new PACS and RIS systems for the largest AMICAS clients. Primary HL7 specialist. Managed integrations with associated software and hardware.

- Acted as liaison between development and implementation engineering.
- Assisted colleagues with Rhapsody/interface design.
- Provided technical assistance during the implementation phase of new PACS/RIS projects.
- Designed and deployed custom HL7 mappings and manipulations via a Rhapsody interface engine.
- Coordinated implementation of SAN, network, document, and dictation systems.
- Provided internal technical support and managed issue escalation to development.

Technical Support Analyst   January 2006 - April 2007

Provided top-tier technical support for AMICAS PACS clients. Handled escalations from lower support tiers. Planned and performed PACS upgrades for clients.

- Supported PACS administrators, radiologists, and IT personnel with all aspects of the AMICAS PACS.
- Worked independently on emergency overnight issues.
- Managed OS, DB and system recoveries.

- Diagnosed and resolved performance issues.

Maine Medical Center - Portland, ME

A large Northern New England Level 1 Trauma Center.

System Analyst   June 2000 - October 2005

Worked in a small group providing support for all of the technology used by the Radiology Department including their digital film system.

- Included help desk / on-call support for all of the department's SUN/Dell servers, modality equipment (CR/CT/MR/US scanners, AGFA PS/PRID stations), radiologist workstations, end-user desktops and all radiology applications, including the RIS, PACS, and Web1000 for 200+ end users at 4 different hospitals and over 10 remote satellite sites.
- Worked with vendors to implement upgrades including a leading role in MMC's transition from QuadRIS to Agfa RIS.
- Created custom software for radiologist peer review, radiologist on-call review, and technologist QC review.
- Maintained a QC database of patient study information and access logs for performance analysis, internal security usage, HIPAA compliance, and trend analysis.
- Prepared and analyzed departmental data for trends in system usage and areas of improvement.