

Byron Albert

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Summary

25 years keeping production infrastructure up, first in datacenters and now on AWS for an email SaaS platform sending hundreds of millions of messages a week. I focus on stabilizing systems and making them consistent, so the team can spend its time planning and building instead of firefighting.

Experience

Marigold (Emma), Nashville, TN | Dec 2018 – present

Director of Infrastructure | May 2026 – present

Infrastructure Manager | Jan 2022 – May 2026

Infrastructure Team Lead | Jan 2021 – Jan 2022

Infrastructure Engineer | Dec 2018 – Jan 2021

Run Systems & Infrastructure for Emma, a team of up to 5–8 split across DevOps/sysadmin, database administration, and platform ops. We own the full stack under the product: Linux, AMIs and containers, networking, firewalls and WAF, CI/CD and its runners, secrets, artifact and package repos, and rebuilding apps stranded on out-of-support platforms like Node 8.

- Keep the platform performing as traffic patterns change by tuning every layer of the stack: timeouts, worker threads and scaling at the app tier, load balancing and auto scaling, and the caching tiers.
- Manage and tune the WAF on an ongoing basis to block bad actors and constantly changing scanner bots, with as little impact on customers as possible.
- Moving a 130+ service platform from baked-AMI deploys to containers on ECS, starting with the internal API tier.
- Led the move from a 10-year-old, largely hand-configured Jenkins to GitHub Actions, putting 500+ pipelines in git next to the code they build.
- Changed how the team works: engineers make the code changes they need instead of waiting on other teams, and we move quickly on changes we can roll back.
- Designed a disaster recovery program built to survive ransomware or a compromised account, got leadership approval for it, and am rolling it out.
- Own infrastructure's part of SOC 2 and HITRUST compliance, including access reviews and change-management evidence.
- Did the hands-on work to shut down Emma's two datacenters and move to AWS: racking, building and retiring hardware, and network cabling.

RoundTower Technologies, Nashville, TN

Senior Cloud/DevOps Engineer | Jul 2018 – Dec 2018

- Consulted on AWS migrations and infrastructure as code, and taught Chef workshops.

TapClicks (Raven Tools), Nashville, TN

Director of DevOps | Feb 2014 – Jul 2018

- Led a small DevOps team running all of production on AWS, and moved self-managed databases and caches onto AWS managed services.
- Automated the environment with Chef and Terraform, and owned infrastructure security.

edo Interactive, Nashville, TN

Operations Engineer | Sep 2011 – Feb 2014

- Moved production from VMware to KVM, and non-production into AWS.
- Built a 150 TB Hadoop cluster and ran the storage and SAN infrastructure.

Dealer.com, Burlington, VT

System Architect | Jan 2010 – Aug 2011

- Part of the team running a 200+ server datacenter, and built out its VMware environment.
- Managed the datacenter relocation, from planning downtime to racks, power and cabling.

Earlier (2000–2009)

Built two datacenters from the ground up for an online gaming network at inSite Technology Group. Consulted for Prolifics on IBM DataPower/SOA integration and PCI compliance. At Jupitermedia, led an ad server migration from Solaris/Oracle to Linux/MySQL that saved hundreds of thousands in licensing. Ran infrastructure for a small web host (NewTide Group) on the side.

Skills

- **Infrastructure:** bare metal and colo, Linux, networking (VPC, security groups/ACLs, BGP, load balancers), storage
- **Cloud / IaC:** AWS (ECS, EC2, RDS, S3, OpenSearch, WAF, Athena, Bedrock), Terraform, AMI pipelines
- **Config management:** Puppet, Chef (ran Chef training workshops)
- **CI/CD:** GitHub Actions, Jenkins, Nexus, secrets management
- **Data:** PostgreSQL, MySQL, Redis/Valkey, S3 data lake
- **Observability / on-call:** Grafana Cloud, OpenSearch, PagerDuty, Pingdom
- **Security:** WAF and bot defense, DR, SOC 2 / HITRUST
- **Languages:** Python, Bash (and comfortable reading and changing most others)
- **AI tools:** Claude, AWS Bedrock
- **Email at scale:** PowerMTA
- **Work tracking:** Jira, Linear

Education

Rochester Institute of Technology, Computer Science coursework, 1999–2000

Interests

Woodworking (Dusty Mutt, a side business since 2012) · Eagle Scout