

Hi, I'm Norm MacLennan!

Ashburnham, MA
norm@iwritethe.codes
781-635-0062

About Me

I am a Cloud-focused, security-minded, operations and development generalist.

I have a long history of designing, developing, and implementing robust and easy-to-use security and operations tooling and services for use by developers.

I am passionate about allowing developers and other technologists to implement robust security and operations practices through the use of Cloud technologies, open source software, and easy-to-use tools and services.

What I'm Looking For

I live in Central Massachusetts, so Boston is a bit of a haul for me. A fully-remote organization would be ideal, but one that is at least work from home friendly is a must.

I'd like a smaller organization with lots of opportunities to make an impact. Not necessarily a start-up, but an organization where everyone is working toward a common goal. Work-life balance should go without saying.

I think I'd like to continue working in an infrastructure or developer-supporting role. Developing tools, services, patterns, and documentation to help technologists delivery better software faster, and run it more reliably. But I could probably be convinced of other roles.

Technology-wise I'd like a Cloud-native (or Cloud-first) organization using technologies like AWS/Azure/GCP, Node, Vue, Golang, and Docker.

Professional Experience

July 2016 - PRESENT

Cimpress - *Principal Software Engineer*

As a software developer on the UnOps team, I lead the Cloud Engineering squad.

We are a small team of Cloud-focused generalists with Operations mindsets in charge of Cimpress' Cloud footprint.

We manage a majority of Cimpress' AWS accounts and GCP projects and provide teams throughout the organization with tooling, services, support, and consulting to help them architect their services to be operable, secure, fault-tolerant, and cost-effective.

- Led the initiative to define, codify, and document Cloud Operations and Security standards for all of Cimpress.
- Included writing a 12,000 word documentation site with best practices on developing and operating secure and operable services within AWS, GCP, and Azure.
- Helped move Cimpress from a single AWS account to more than 150 linked accounts owned by service teams. Made accounts easy to request/create, provisioned accounts are secure by default and come with several "quality of life" features for improved security and operability.
- Nodejs, Terraform, CloudFormation, AWS.

July 2014- July 2016

Cimpress - *Senior Software Engineer*

As a software developer on the Infrastructure Core Engineering team, I was responsible for providing tooling and running services that enabled development teams to break apart a monolithic codebase into a microservices ecosystem.

- Administered CI/CD and monitoring tools such as Jenkins, Sensu, and Graphite
- Contributed to (and later led efforts to retire) in-house microservices deployment technology.
- Ruby, C#, Puppet, Terraform

October 2010 - July 2014

Vistaprint - *Senior System Administrator*

As a System Administrator on the NOC Admins team, I was a member of a 24/7 team responsible for monitoring the production website, deploying patches, and troubleshooting/triaging issues

A typical shift involved deploying new code to production, coordinating with teams on change management, triaging alerts from monitoring systems, and developing automation or documentation for troubleshooting and remediating production issues.

- Built a change management and collaboration tool to coordinate multiple remote parties during major production activities.
- Built tooling and scripts for automating the detection, troubleshooting, and remediation of production issues.
- Communicated with development and operations teams throughout the organization to help understand, troubleshoot, and remediate production issues.'

Recent Projects

[Red-X](#)

A Lambda function that can automatically detect abandoned or misconfigured subdomain delegations within a Route53 Hosted Zone. A misconfigured delegation can obviously present a problem if it is meant to be in-use. But an abandoned zone can actually be entirely hijacked by an attacker for their own use.

[Felix](#)

A Lambda function that can automatically rotate IAM keys used by third-party services that don't support roles, like GitLab, SumoLogic, and TravisCI. Uses convention-based configuration to determine where a key is used and uses configuration from the EC2 Parameter store to update values in third-party APIs. Pluggable architecture can easily be extended to include additional endpoints.

Guiding Principles

- Use and contribute to open source.
- Practice empathy in communication with others.
- Construct secure, composable, and maintainable systems.
- Make it easy for people to do the right thing.
- Build reliable and repeatable processes.
- Adopt industry and community standards and tooling where possible.