

# 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 or other technologists. As well as documenting, consulting, and training on those same topics.

I have significant and recent experience creating, operating, and maintaining large AWS Organizations. Helping to ensure security, maintain scalability, and control costs through tooling and education.

I am at least conversant at several different layers of the stack. I've designed, built, and run backend APIs, frontend UIs, CI/CD infrastructure, application infrastructure...all kinds of junk. Due to that breadth, I can't promise I have particular depth in all areas. But I like to think that breadth makes me fairly versatile, anyway.

## Professional Experience

October 2018 - Present

### **Chewy** - *Cloud Engineer III*

As a member of the Cloud Engineering team, I am responsible for helping Chewy begin their Cloud transformation, as well as supporting their on-going DevOps and Microservices transformations.

- Architecting, creating, and maintaining an AWS Organization to support Cloud-ready workloads owned by Chewy engineers.
- Meeting with key technology and business stakeholders to discuss and make both high-level strategic and detailed tactical decisions.
- Establishing and perpetuating a culture of Cloud and DevOps through education, consulting, and tooling.
- Developing a unified and standardized platform for Chewy engineers and their workloads. Using the automated Landing Zone solution with significant customization and automation.
- Terraform, AWS, CloudFormation, Python, SAM, Serverless

July 2016 - September 2018

### **Cimpress** - *Principal Software Engineer*

As a software developer on the UnOps team, I led the Cloud Engineering squad. We were a small team of Cloud-focused generalists with Operations mindsets in charge of Cimpress' Cloud footprint.

We managed a majority of Cimpress' AWS accounts and GCP projects and provided teams throughout the organization with tooling, services, support, and consulting to help 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.
- Architected, contributed to, and owned a suite of 10+ microservices for creating and maintaining AWS accounts, as well as helping technologists ensure they were Doing The Right Thing with respect to security, operations, and cost-effectiveness.

- Helped move Cimpres from a single AWS account to more than 150 linked accounts owned by product teams. Made accounts easy to request/create, provisioned accounts were secure by default and came with several "quality of life" features for improved security and operability. Before AWS Landing Zone/Control Tower was around.
- Nodejs, Terraform, CloudFormation, AWS, Serverless, REST, JWT.

July 2014- July 2016

### **Cimpres** - *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
- Ran a globally-distributed and buffered collection of Elasticsearch clusters for log collection
- 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

- Built a change management and collaboration tool to coordinate 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

### [Multi-Region Serverless Apps Using AWS SAM](#)

A blog post published by AWS Advent 2018. A practical and technical walkthrough of creating a multi-region serverless API using AWS SAM, DynamoDB Global Tables, API Gateway, Lambda, and other AWS services.

### [Felix](#)

A Lambda function that can automatically rotate IAM keys used by third-party services that don't (or didn't at the time) 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.

## Keywords and SEO

As someone who has looked at a fair number of resumes in the past 3 years, I don't like to clutter the interesting portion of my resume with a bunch of keywords. So I'm going to drop them down here - consider this section for your ctrl+f pleasure.

**AWS** (ordering based on the services list on the console homepage, not necessarily on experience - I have at least working knowledge of each): EC2, ECR, ECS, Lambda, Batch, S3, EFS, RDS, DynamoDB, ElastiCache, VPC, CloudFront, Route53, API Gateway, DirectConnect, Organizations/SCPs, CloudWatch, CloudFormation, CloudTrail, Config, Service Catalog, Systems

Manager, Athena, Elasticsearch Service, Kinesis/Firehose, IAM, RAM, Cognito, Secrets Manager, GuardDuty, SSO, ACM, KMS, WAF, Security Hub, SNS, SQS, SES.

**Assorted Cloud Tools:** Terraform, AWS SAM, Serverless Framework

**Programming/Scripting/Frameworks:** Nodejs, Javascript, Vuejs, Python, Ruby, Bash

**Databases:** Postgres, DynamoDB

**Infrastructure Applications:** Nginx, Apache, Kong, Redis, Docker,

**CI/CD:** Jenkins, CircleCI, GitlabCI