Bryant Durrell

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Skills

Engineering leadership, particularly in the fields of **Web services** and **platform development**. **Technical operations leadership** encompassing **Web, network, engineering, devops**, and **security** operations teams. Extensive experience with **online gaming**, including **Massively Multiplayer Online RPGs** and **mobile gaming**. Extensive experience with **budgeting** ranging from individual server purchases to high level budget scenario development. Extensive experience with **mobile development support**.

Team management during all stages of a team's lifecycle, including **hiring** and **recruiting**, personal development, and **team building**. **Project management** skills, including tuning **agile development methodologies** such as **Scrum** and **Kanban** for support–oriented organizations. Experience using **Jira**, **Confluence**, and **Slack** as team management tools.

Privacy and **regulatory compliance** management, with specific experience designing and implementing a technical framework for **COPPA compliance** in the mobile game space. Member of the International Association of Privacy Professionals.

Practical, hands–on experience with **devops** techniques, including **infrastructure design**, **configuration and change management**, **monitoring**, and **automated provisioning and deployment**. Experience implementing devops organizational practices in a traditional development environment, using **Scrum** as a vehicle to introduce new best practices.

Experience with **vendor negotiation**, **vendor management**, **RFP creation** and general **vendor selection** processes.

Cloud adoption and maintenance, including **Amazon EC2** and **Google Cloud Platform.**

Data center experience, including **colocation** and **managed hosting** models.

Experience

Senior Manager, Search Operations   **Amazon**
May 2016 to present, Seattle, WA

- Recruit and manage a global team across three international offices.
- Own capacity planning and all operational preparation for Amazon's front end Search infrastructure for peak shopping events, including Prime Day and Black Friday.
- Manage the 24/7 technical operations on-call rotation for Amazon's front end Search infrastructure.
- Support transitions to new microservice-oriented architectures.

Senior Director, Technology   **Disney Interactive**
July 2014 to May 2016, Palo Alto, CA

Director, Architecture & Technology   **Disney Interactive**
September 2013 to June 2014, Palo Alto, CA
- Managed the 20 person DI Games Platform team, which develops Java server frameworks, analytics libraries, mobile/Facebook platform services, and other centralized technologies.
- Provided architectural guidance to our technical operations group for game launches, capacity planning, monitoring, and other work as needed.
- Member of the Disney Interactive Information Governance Working Group and the Playdom Information Governance Executive Committee.
- Managed game and service operational migrations in conjunction with datacenter transitions, Google Cloud Platform adoption, and game sales to third parties.

Director, Technical Operations   **Disney Mobile**
May 2012 to September 2013, Palo Alto, CA
- Managed launches and ongoing technical operations of Disney Mobile games across three studios, including the *Where's My... ?* and *Tap Tap Revenge* franchises.
- Lead the Disney Mobile Central Technology platform team, including implementation of an identity service and an A/B testing service. This team also supported analytics libraries, push notification services, user acquisition services, and other elements of the Disney Mobile core platform.
- Drove Disney Interactive COPPA compliance technical efforts.

Director of Network Operations   **Vigil Games/THQ**
November 2011 to April 2012, Austin, TX
- Drove the managed hosting vendor selection process and participated in billing and customer support vendor selection.
- Assisted the server engineering team with server architecture design for *Dark Millennium Online*.

Network Operations Director   **ZeniMax Online Studios**
June 2009 to October 2011, Hunt Valley, MD
- Created and managed the technical operations group for *The Elder Scrolls Online*.
- Designed and implemented automated system provisioning and software deployment infrastructures and a private development cloud deployment.
- Implemented first–stage gameplay log data collection and analysis for use during internal playtests.
- Adapted agile Scrum processes to the needs of a devops oriented operations team working in close harmony with engineering groups.
- Managed and carried out the vendor selection process for colocation facilities.

Senior Director of Network Operations   **Vivox**
March 2007 to February 2009, Framingham, MA
- Managed integrated VoIP networks for *Second Life*, *EVE Online*, *Everquest*, *Everquest II*, and *Star Wars Galaxies*.
- Personally responsible for customer relations and incident management.

Senior Director of Technical Operations **Turbine**
January 2003 to March 2007, Westwood, MA

- Created and managed datacenter operations, IT, data analysis, and B2B support teams.
- Drove the vendor selection process for multiple datacenter projects including hosting, networking, and server purchases.
- From 2004 onward, supported three AAA MMOs domestically and partnered with companies in Europe, China, and Japan to bring our games to international players.

Senior Director of Production Operations **AltaVista**
October 1998 to September 2001, Palo Alto, CA

- Managed the operations team for AltaVista search and, from 1999 onward, all datacenter operations throughout the company.
- Consolidated five physical data centers to two locations, including one new location in New York City, reducing recurring operational costs by over two million dollars yearly.
- Created a 24/7 NOC serving all AltaVista properties.