

JEFF OLEN

Irvine, CA | 714-925-7577 | jmo@olen-inc.com

PROFESSIONAL SUMMARY

Senior software engineering leader and systems architect with 30+ years of experience designing, building, modernizing, and operating web services, billing/account management platforms, integrations, and developer tooling. Deep hands-on background across Go, Ruby/Rails, Python, MySQL/MariaDB, Docker, Jenkins, Harbor, Nomad, Consul, Splunk, Akamai, Terraform, and Linux systems. Known for bridging architecture, hands-on implementation, CI/CD, production operations, and team leadership for high-volume online services.

CORE STRENGTHS

- Engineering leadership, mentoring, delivery planning, executive communication, and cross-team coordination
- Service modernization from Ruby/Rails and VM/RPM deployment models toward Go, containers, Nomad, and Consul
- Billing, account management, payment processing, identity/login, rewards, drops, and third-party platform integrations
- CI/CD, release automation, build pipelines, artifact management, observability, and operational hardening
- Akamai edge platform management, Terraform migration, cache/routing rules, maintenance routing, and production playbooks

TECHNICAL SKILLS

| | |
|-------------------------------------|---|
| Languages & Frameworks | Go, Ruby/Rails, Python, Bash, JavaScript/Node.js, React, PHP, SQL |
| Platform & DevOps | Docker, Harbor, Nomad, Consul, Consul Connect, Envoy sidecars, Traefik, Jenkins, GitHub, GitHub Actions, Vault, Packer, Terraform, Chef |
| Data & Observability | MySQL, MariaDB, PostgreSQL, MongoDB, DB2, Redis, RabbitMQ, Splunk Cloud, Splunk Universal Forwarder |
| Edge, Network & Security | Akamai Property Manager, Cloudlets/Edge Redirector, EdgeWorkers/EdgeKV concepts, Nginx, F5/BigIP, service discovery, mTLS design patterns |
| Delivery & Collaboration | Jira, Confluence, Agile/Scrum, technical specifications, system design, production support, vendor/platform integration |

PROFESSIONAL EXPERIENCE

Technical Director / Lead Web Services Engineer, Web Services & Tooling | ZeniMax Online Studios | Irvine, CA | 2022 - Present

- Lead senior engineering and platform/tooling work for web services and Billing & Account Management (BAM) systems, combining architecture, hands-on development, production operations, and cross-team delivery coordination.
- Drive service modernization efforts across legacy and current services, including continued Ruby/Rails-to-Go migration planning, containerization strategy, and alignment with broader game-services engineering standards.
- Designed Nomad/Consul deployment patterns for containerized BAM services, including Harbor-based image delivery, HCL job specifications, health checks, Consul service registration, and service discovery conventions.
- Defined Consul Connect/Envoy sidecar patterns for services that require service-to-service mTLS, including BAM service registration, upstream/downstream design, and operational guidance for teams moving into a service-mesh model.
- Designed routing/discovery patterns using Traefik with Consul Catalog so platform services can be discovered and routed consistently without hard-coding individual VM/client addresses.
- Built and refined Jenkins-based CI/CD automation for service builds, Docker image publishing, credentials handling, GitHub integration, downstream job orchestration, artifact management, and Slack notifications.
- Led Akamai edge-platform modernization and operational work, including Terraform migration strategies, property/rule refactoring, multi-hostname organization, cache/routing behavior, and Cloudlets/Edge Redirector maintenance workflows.
- Maintained production-friendly observability patterns by preserving application log-file workflows for Splunk Universal Forwarder while defining log-directory and host-volume patterns for Nomad-based services.
- Created database reliability and migration tooling for MySQL/MariaDB, including schema-diff analysis, default/NULL remediation, index generation, backfill utilities, and high-volume identifier lookup strategies.

- Partner with engineering, DevOps, QA, operations, security, and management stakeholders to translate platform needs into executable designs, standards, rollout plans, and production-safe implementation paths.

Sr. Development Lead, Billing & Account Management | Verys, LLC / ZeniMax Online Studios | Irvine, CA | *Mar 2018 - 2022*

- Led the BAM team, including regular one-on-ones, quarterly goal syncs, annual review input, project planning, technical design, and executive progress reporting.
- Spearheaded effort to convert existing Ruby on Rails services to Go to align BAM services with broader ZeniMax engineering practices and service standards.
- Created proofs of concept and technical designs for new billing/account-management enhancements, platform integrations, and service additions.
- Designed and led integrations with Steam, Twitch, and Prime Gaming systems, including prize-drop and platform-account integration workflows.

Sr. Software Engineer | Verys, LLC | Irvine, CA | *Feb 2016 - Mar 2017*

- Developed and maintained client applications across multiple technology stacks and business domains.
- Rebuilt backend Ingenico integration for credit-card clearing and daily reporting for a high-volume MMORPG environment.
- Integrated Steam APIs and OpenID third-party login for video-game store and in-game purchase workflows.

Full Stack Developer | Notch 8 | San Diego, CA | *Jan 2015 - Feb 2016*

- Designed and implemented Ruby on Rails applications backed by MySQL, PostgreSQL, and MongoDB.
- Added PDF reporting to existing Rails systems and published a Ruby gem to convert Canvas charts to PNG/JPG output.
- Implemented Google Maps support for community websites using Polymer custom components.

EARLIER EXPERIENCE

Principal / Consultant | Olen Business Consulting, Inc. | San Juan Capistrano, CA | *Feb 2006 - Dec 2018, part-time*

Provided long- and short-term systems integration, application development, and maintenance for telecom, casino, and other clients using PHP/AJAX, Ruby on Rails, MySQL, and iSeries DB2. Designed and developed integrated provisioning and electronic billing systems.

Lead Software Engineer | Vertex Business Services NA | Oregon | *Mar 2006 - Dec 2014*

Designed and developed eCIS+ product modules including billing, service orders, contact management, and RESTful web services. Used SQL and RPG-call integration patterns with Java-based user interfaces and worked closely with offshore development teams.

Sr. Analyst | Costco Corp | Seattle, WA | *Jun 2005 - Feb 2006*

Created project plans, estimates, ROI proposals, and requirements documentation while guiding engineers and supporting software engineering staff development.

Software Engineer | OpenText Corporation | Irvine, CA | *Sep 2002 - Jun 2005*

Developed and maintained enterprise software systems for OpenText products and customers.

PUBLICATIONS

- Author, *The IBM i Programmer's Guide to PHP*, available on Amazon.com

EDUCATION

- Bachelor of Science, Computer Science
- Associate of Science, Computer Information Systems - Coleman College, Mesa, CA; Cum Laude
- Certificate, Full Stack Development - LEARN Academy, San Diego, CA