# Dana Diederich

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## Key Management Competencies

- **Interpersonal Communication & Liaison:** Expertly bridges informational gaps, facilitates productive dialogue, and effectively conveys complex ideas to audiences from individual contributors to executive leadership.
- **Emotional Intelligence & Empathy:** Skilled in understanding team tonalities, managing personal emotions, and resolving issues with humility and a Socratic approach to build rapport and drive positive outcomes.
- **Negotiation & Conflict Resolution:** Proficient at mediating deeply held technical and organizational disputes, calming teams dealing with departmental silos and infighting, and building consensus to unify efforts and maintain team cohesion.
- **Delegation & Empowerment:** Demonstrated ability to strategically assign tasks, mentor emerging talent, and create a supportive environment that encourages experimentation and a strong sense of personal and collective responsibility.
- **Ownership & Accountability:** Championed initiatives to instill individual and team ownership, implemented tools to clarify responsibilities, and ensured projects progressed transparently and effectively.

## Professional Experience

### Principal Applications Engineer *Oracle*

Washington State, July 2021 – Present, Full Remote

- **Spearheaded the migration of legacy F5 load balancers to Oracle Cloud (OCI) native solutions**, building consensus across numerous teams that initially lacked internal desire for the project.
- **Served as a critical liaison between disparate teams** who were disinclined to interact, facilitating essential communication, engagement and negotiation among junior, senior, and management-level personnel to drive project success.
- **Oversaw incident manager on-call rotation**, taking **ownership** to identify root causes and effectively **delegating** tasks in unfamiliar technical domains, approaching incidents with humility and Socratic questioning.
- **Demonstrated strong emotional intelligence** by framing technical directions as suggestions and carefully reading team tonalities to foster collaboration during high-stress incidents.

### DevOps Engineer *Lumos Labs (Lumosity)*

San Francisco, California, August 2020 – July 2021, Full Remote

- **Mediated deeply held technical disputes** between factions advocating for different technology stacks, consistently emphasizing **consensus and consistency** over specific technical choices.
- **Successfully calmed teams with strained inter-team dynamics** enabling them to resume collaboration in virtual meetings and smoothing over tensions through effective **conflict resolution** and **interpersonal communication** in a fully remote environment.
- Engaged in extensive discussions with managers on larger strategic questions and organizational directions, acting as a key **liaison** for alignment.

### System Engineer *Meta (Facebook)*

Menlo Park, California, August 2018 – August 2020

- **Created a global DNS replication system**, collaborating with a geographically distant and initially difficult team by adopting a **humble, grateful, and low-key approach** to overcome initial resistance and"passive aggressive communications.
- **Demonstrated high emotional intelligence and empathy** by effectively managing personal emotions to build rapport and achieve project success, ultimately earning positive professional reviews from the challenging team.
- Communicated frequently with managers regarding strategic questions and organizational directions, serving as an effective **liaison**.

### DevOps Engineer *Orbital Insight*

Palo Alto, California, August 2017 – August 2018

- **Led Kubernetes proofs of concept and initiated company-wide migration** despite significant resistance, including a direct prohibition from immediate management, showcasing **fortitude and strategic vision**.

- **Accelerated the Kubernetes adoption timeline** by privately demonstrating its power to other developers, addressing their pain points, and effectively influencing management decisions to prioritize the project for substantial cost savings and improved developer deployment velocity.

### DevOps Engineer *Twitch, an Amazon Company*

San Francisco, CA, March 2016 – August 2017

- **Designed and delivered SafeChange,** a service protecting resources from impacting changes by ensuring safety checks (e.g., no traffic, sufficient capacity) are met before modifications, promoting **technical bravery and comfort with change**.
- Helped design and derive next generation operational architecture.
- Was instrumental in migrating vulnerable organizational secrets into the new, secure, organizationally approved secrets store.

### Software Engineer *Flux Factory*

San Francisco, December 2015 – March 2016

- Delivered automation, security administration, and tooling for platform reliability.
- Allowed much faster builds and deployments by scaling struggling Jenkins infrastructure to multiple servers and utilized Docker for automated Selenium testing.

### Principal Cloud Software Engineer *Ariba, An SAP Company*

Sunnyvale, California, February 2013 – December 2015

- **Served as technical leader for the Tools team**, successfully balancing support for antiquated, legacy systems with strategic migration to newer, mainstream technologies.
- **Fostered team cohesion and morale** through unconventional, self-funded team-building exercises, creating shared adversarial experiences (e.g., Halloween Fright Night) to build connectedness among colleagues.
- Assisted other teams tactically and strategically across a wide variety of operational areas and topics, demonstrating broad collaborative support.

### Senior Operations Tools Engineer *Liveops*

San Carlos, California, April 2009 – February 2013

- **Proactively identified and resolved unexpected database query amplification** with a Ruby on Rails developer through a **humble, educational, insightful, and empathetic approach**, preventing conflict and strengthening inter-team collaboration.
- **Acted as a liaison to improve testing accuracy** by collaborating with senior application engineers to modify the database export sanitization process, preventing similar issues in the future.
- **Enhanced release processes** at Live Ops to enable faster and safer deployments, including creating a system to release code updates to thousands of servers in minutes.

### Advanced Network Engineer / Team Lead *Walmart Stores*

Bentonville, Arkansas, August 1997 – April 2009

- **Served as the primary liaison between management and the Network Management team**, effectively communicating priorities and concerns, and obtaining strategic information from leadership.
- **Initiated and championed the adoption of full-time remote work** for a team member, years before this became common in the industry, successfully **negotiating** against strict corporate policies and demonstrating the viability of hybrid work models across the division.
- **Fostered a strong sense of team ownership and empowered team members** by **delegating** the design of a replacement for a critical, custom-built management system, guiding them through independent prototyping and collaborative design.
- **Designed, implemented and won cross team adoption of an automated daily task list application** that simplified reporting, fostered team **accountability**, and significantly increased individual and team productivity, which was organically adopted by other teams.
- **Cultivated empathy and customer focus** by instituting mandatory help desk rotations for team members, leading to valuable insights and improvements for internal customers.
- **Provided permission and encouragement to team members to fail safely** through experimentation, fostering a learning environment and a sense of **ownership**, as exemplified by encouraging a young engineer to take lead on a high visibility web project.
- **Co-founded the Network Management team** and led its efforts to automate management of over 150,000 network devices globally.
- Mentored and trained other young people on the programming team, **delegating** day-to-day and project work to manage expanding responsibilities.

### Instructor *NorthWest Arkansas Community College*

Bentonville, Arkansas, September 2002 - September 2003

- Taught Linux System Administration and Perl Programming courses, demonstrating leadership and knowledge transfer skills, also focusing on the importance of moving quickly and failing safely.

### Senior Airman, Computer Programmer *U.S. Air Force*

Biloxi, Mississippi, April 1994 – October 1997

- **Grew into additional leadership roles**, effectively managing the data center and assisting a civilian network administrator with Unix servers, allowing him to focus on his strengths.
- **Trained and delegated tasks to other young team members** to manage expanding responsibilities, demonstrating early **leadership and delegation** abilities.
- Delivered system administration, network security, and programming in high-security environments, functioning

as a broad spectrum technical expert.

## Education

- **OCI Architect Associate** (2024)
- **Neo4J** (2010)
- **Puppet** (2011)
- **Java** (2008)
- **Advanced Cisco** (2005)
- **Cognitive Psychology (various classes)**, University of Arkansas (1999-2000)
- **Franklin Covey** (1996)
- **Javascript** (1995)
- **Bachelor of Science (BS), Computer Science, Incomplete**, California State Polytechnic University-Pomona (1988 – 1993)