

WORK EXPERIENCE

Susquehanna International Group

Production Engineer

Bala Cynwyd, PA

Dec 2015 – Present

Develop and manage changes, upgrades, and maintenance in monitoring environments (Nagios, Ganglia, UDP messaging service), including implementation of client requests, testing version upgrades, and ongoing maintenance. Maintain and support MongoDB, MariaDB, MySQL production hardware and databases. Primary contact for Prod and Dev GigaSpaces environment, coordinating major version updates, group migrations and interfacing with developers. Manage a large project for storage qtree migrations involving 2,400+ servers. Support and develop trading-critical overnight data processing workflows and strategy generation. Lead effort for group-wide log centralization utilizing ELK stack.

Susquehanna International Group

Trading Room Support Analyst

Bala Cynwyd, PA

Jan 2013 – Dec 2015

Led organization in PowerShell development efforts, including reducing commonly used processes, saving hundreds of man-hours. Developed reports to more easily consume client usage statistics, including automation of business critical MS Access database maintenance. Developed a deployed both frontend and backend of a SQL-bac ked WinForms .NET custom platform to display and proactively determine client hardware and software issues. Created a central Perforce repository for PowerShell and other development efforts and trained the full organization on usage. Developed a rolling backup solution for client desktop profiles and software using USMT and WSMAN, both incorporated into a proprietary tool.

Arkema, Inc.

SAP QM Support & LIMS Developer

King of Prussia, PA

Aug 2011 – Jan 2013

Maintained SAP QM data and coordinate with multiple remote plants for required changes and updates. Performed 2nd level SAP, Oracle and LIMS SampleManager support. Customized SampleManager platform for individual sites by request. Documented common support issues and trained help desk and end-users. Managed the full 2004R2 to 2010R1 SampleManager migration, and coordinated data and processes onboarding of ACCP acquisition.

Arkema, Inc.

Technical Support Analyst

King of Prussia, PA

Dec 2009 – Aug 2011

Provided on-call support for 2,500 users remotely, including coordination with other vertical teams. Tracked, managed, and assigned ticket SLAs for myself and other support staff. Led trainings and coordinated onboarding for new support staff. Gathered and centralized documentation for common issues onto a Sharepoint site. Coordinated user acceptance testing of software for Windows 7 migration.

SKILLS AND CERTIFICATIONS

- Proficient in Nagios, Ganglia, Powershell, Python, C#.NET, MongoDB, MySQL, MariaDB, GigaSpaces, Vagrant, Chef, Puppet, Ansible, Jenkins, Docker, FPGA Card Development, Active Directory, SAP QM, VMWare, Grafana, InfluxDB, Systems Engineering, AWS ecosystem, and front office applications.
- Certified AWS SysOps Administrator, CompTIA A+, N+, Google Analytics IQ.

EDUCATION

Drexel University

B.S. Information Technology

Philadelphia, PA