⁺Kaleb Hawkins

Site Reliability Engineer
Process Automation Consultant

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Profile

Expedite manual infrastructure deployment and business processes through automation and modern software solutions.

Skills

Technical Writing
Proficient in documenting and standardizing in deployment of new technology and processes.

Critical Thinking & Communication
Bridge the gap between teams, technical or business oriented, with the goal to provide automated solutions by thinking outside the box and standardizing on new technology and processes.

Data Analytics & Problem Solving/Troubleshooting
Analyze data to provide solutions to problems and inefficiencies in software or business processes.

Standardization & Organization
Standardize processes and infrastructure in an organized and modern fashion.

Infrastructure Architecture & Strategic Design Planning
Architect, design, and deploy infrastructure with scalability and speed.

Programming & Scripting
Automate manual business and IT processes for quicker delivery of solutions and infrastructure cutting cost and manpower.

Technology Integration
Connect various software based systems to perform automated data correlation and updates.

Security Awareness
Design and deploy infrastructure with a security mindset keeping the enterprise and solution secure from cyber threats.

Technical

Openshift Container Platform

Kubernetes

Docker

LXD

LXC

Ubuntu Linux

Red Hat Enterprise Linux

Windows XP/Vista/7/10

Windows Server 2012/2016/2019/Nano

Splunk

Cyber Security (Offensive & Defensive)

Tanium Administration

Git Version Control

Software Development

Programming

- Go

- Swift

- C++

- C#

Scripting

- Ansible

- Bash

- Python

- Javascript

Pacemaker High-Availability

HAProxy

Keepalived

DNS

Active Directory Administration

NFS Server Administration

System Center Configuration Manager (SCCM)

Avecto (Beyond Trust) Privilege Access Management

VMWare vCenter/vSphere/ESXI/Horizon View/UAG

Lotus Notes

Microsoft Office [Excel, Outlook, Teams, Powerpoint, etc]

Education

High School Diploma - 2012

CompTIA Certified in A+, Network+, Linux+, Security+, and CySA+

VMware Datacenter Associate Certified

Experience

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TIER I HELP DESK SUPPORT

2014-2015
ACTED AS THE CUSTOMER FACE OF THE IT DEPARTMENT PERFORMING SOFTWARE INSTALLATION, E-MAIL CLIENT TROUBLESHOOTING (OUTLOOK AND LOTUS NOTES), WINDOWS XP AND 7 REMOTE AND DESK SIDE SUPPORT, VIRTUAL DESKTOP AND TROUBLESHOOTING, OPERATING SYSTEM INSTALLATION, BASE IMAGE TESTING, ADVANCED HARDWARE AND SOFTWARE TROUBLESHOOTING METHODOLOGIES AND CONFIGURATION OF VPN CLIENT FOR CUSTOMERS ALL WHILE PROVIDING EFFECTIVE COMMUNICATION THROUGH VERBAL AND WRITTEN DOCUMENTATION.

Notable Achievement

Developed, deployed, and trained other help desk members on a powershell module I created for help desk support. The module included various automated tasks that were normally performed manually multiple times on a daily basis. The module cut average call time down reducing client down time and help desk support manpower allowing help desk members to get from one customer to the next at faster rates.

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TIER II HELP DESK SUPPORT

2015-2016
ACTED AS A DESK SIDE SUPPORT SPECIALIST RECEIVING ESCALATION REQUEST FROM TIER I HELP DESK SUPPORT ENGINEERS I PERFORMED ADVANCED TROUBLESHOOTING OF HARDWARE AND SOFTWARE, DEPLOYMENT OF DESKTOPS, THIN CLIENTS, AND VIRTUAL MACHINES. OTHER TASKS INCLUDED WRITING AUTOMATION FOR ASSET TRACKING, TESTING AND DEPLOYMENT OF UPDATED GROUP POLICY OBJECTS, ACTIVE DIRECTORY ADMINISTRATION, DATA RECOVERY, AND SOFTWARE TESTING.

Notable Achievement

Developed an integration solution of various technologies to perform automated asset creation and updates in Honda's ITSM database solution. Asset processes that took hours to days to complete erroneously were performed in an automated hands off fashion freeing resources to perform other higher priority tasks.

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INFRASTRUCTURE ADMINISTRATION / SYSTEMS ENGINEER

2016-2018
IMPLEMENTED VMWARE VIRTUAL ENVIRONMENT, AVECTO APPLICATION WHITELISTING, LINUX SERVER PROVISIONING, SECURITY INCIDENT RESPONSE, TROUBLESHOOTING OF WINDOWS AND LINUX SERVERS, ACTIVE DIRECTORY ADMINISTRATION, AND PURE STORAGE ADMINISTRATION. OTHER TASKS PERFORMED INCLUDED PROOF OF CONCEPTS FOR NEW TECHNOLOGY AND DEVELOPMENT OF AUTOMATION FOR INFRASTRUCTURE DEPLOYMENT AND AUTOMATED INFRASTRUCTURE TROUBLESHOOTING/REPAIR.

Notable Achievement

Replaced local administrative rights to desktop system by implementing BeyondTrust's Avecto Defendpoint solution. Developed innovated and automated solutions to issues and processes in the environment reducing time to deploy infrastructure components.

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SECURITY ANALYST

2018-2019
RESPONDED TO SECURITY INCIDENTS, DEVELOPED AND PERFORMED PATCH MANAGEMENT PROCESSES, ARCHITECTURE AND DESIGN PLANNING FOR INFRASTRUCTURE DESIGN, SECURITY LOG ANALYSIS, TANIUM ADMINISTRATION, MODIFIED SYSTEMS TO CONFORM TO THE CIS AND NIST SECURITY FRAMEWORKS.

Notable Achievement

Implemented Tanium to perform rapid patching of both desktop and server environments in the event of a cyber security attack.

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SITE RELIABILITY ENGINEER

2020-PRESENT
ARCHITECT STANDARDIZED INFRASTRUCTURE SOLUTIONS WITH SCALABILITY, AUTOMATION, AND AVAILABILITY IN MIND ALLOWING FOR RAPID DEPLOYMENT OF INFRASTRUCTURE REDUCING MANPOWER AND OVERHEAD COSTS. DEVELOPED TOOLS USED ACROSS NA REGION TO DEPLOY FULLY FUNCTIONAL TIER I INFRASTRUCTURE AND SOFTWARE SOLUTIONS PROVIDING LINE SIDE SERVICES.

Notable Achievement

* Deployed Openshift Container Platform for future projects to develop more scalable solutions for the enterprise.
* Developed automated deployment tools for manufacturing infrastructure solutions.

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