

Kaleb Hawkins

Site Reliability Engineer
Process Automation Consultant

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(205) 767-1169

Profile

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

Skills

Documenting Processes

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

Communication & Critical Thinking

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 or corrections to problems in software or business processes.

Standardization & Organization

Standardize processes, 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 saving money and manpower.

Patch Management

Perform routine patching on a scheduled basis to keep systems updated in a secure, safe and controlled manner.

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

Honda Alabama Auto Plant (Honda Manufacturing of Alabama) - Contractor for Computer Systems Management

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 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.

Honda Alabama Auto Plant (Honda Manufacturing of Alabama) - Contractor for Computer Systems Management

*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 asset tracking, automation of 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.

Honda Alabama Auto Plant (Honda Manufacturing of Alabama) - Consultant for Computer Systems Management

*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, Pure storage administration. Other tasks performed included proof of concepts for new technology on boarding and automation of 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.

Honda Alabama Auto Plant (Honda Manufacturing of Alabama) - Consultant for Computer Systems Management

*Security Analyst***2018-2019**

Responded to security incidents, performed patch management, architecture and design planning, security log analysis, Tanium administration, modified system to conform to the CIS and NIST security frameworks.

Notable Achievement

Implemented Tanium to perform rapid patching of both desktop and server environment in the event of a

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Honda Alabama Auto Plant (Honda Manufacturing of Alabama) - Consultant for Computer Systems Management

Site Reliability Engineer

2020-Present

Develop standardized infrastructure architecture solutions with scalability, automation, and availability in mind allowing for rapid deployment of infrastructure reducing manpower and overhead costs.

Notable Achievement

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

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