

Provided technical support for the infrastructure hosted in the on-premises data center and the AWS Cloud. Oversaw daily system monitoring, integrity, hardware, network and server installations, configuration, systems and key processes, performance, testing.

- Administered, configured, and tested application servers for business and network operations.
- Implemented end-user and application security and monitored storage capacities and performance for application servers.
- Automated reoccurring tasks using PowerShell scripting and Puppet modules.
- Collaborated with Senior Leadership and multiple departments delivering on major national Firm Information Technologies initiatives.
- Managed AWS Cloud services such as EC2, S3, ALB/NLB, CloudWatch, and IAM policies.
- Served as a subject matter expert on major IT environment upgrades, enhancements, new functionality, capacities, performance, cost-effectiveness, and business integrations.
- Participated in the on-call rotation providing 24x7 support.
- Recommended new potential technology solutions based on research and analysis.
- Designed and implemented infrastructure solutions to meet business and technical objectives on-prem, and in the AWS Cloud.
- Analyzed and resolved technology and end-user incidents during standard business hours or on-call rotations.
- Maintained standard application and operations procedure documentation; ensured compliance with Software Testing Life-Cycle standard operating procedures and policies.
- Maintained accurate software and hardware inventory and managed the copyright and licensing requirements.