






Rick Nelson

Cloud Certified | Azure | AWS | AI/ML | Security | Identity Access Management

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Overview

I am a very ambitious person with over 10 years of professional IT experience. My most notable skills are Cloud Infrastructure, SQL, DevOps, Application Support, and Security. I enjoy learning new skills and currently pursuing various certifications to further validate my professional abilities. Currently, seeking long-term opportunities that are full-time and fully remote.

With my **diverse** working experience, I am seeking roles related to:

- Application Systems Support Analyst \ Engineer
- Site Reliability Engineer
- Implementation Engineer
- Any role requiring advanced-level analytical tasks related to applications, databases, systems monitoring.

Certifications

Microsoft Azure Certifications

1. [Azure Fundamentals](#) - June 2023 - [Verify](#)
2. [Azure Artificial Intelligence \(AI\) Fundamentals](#) - July 2023 - [Verify](#)
3. [Security, Compliance, and Identity Fundamentals](#) - July 2023 - [Verify](#)
4. [Azure Data Fundamentals](#) - July 2023 - [Verify](#)

Amazon Web Services - AWS Certifications

1. [Cloud Practitioner](#) - June 2023 - [Verify](#)

Professional Experience

Credit Suisse

May 2022 – Present

Application Support Engineer – Salesforce & Integrations

- Performed technical analysis and support for Salesforce and various financial information systems.
- Created and managed dashboards for network latency, network security, and application performance monitoring for all business-critical applications, integrations, and infrastructure.
 - Utilized the following system monitoring tools: **Datadog, Splunk, and ThousandEyes.**
- Collaborated with development teams and business partners via Agile Development processes for monthly releases, issues backlog, and other business initiatives.
- Executed deployments via Continuous Integration/ Continuous Delivery (CI/CD) platform tools and processes.
- Utilized DevOps tools to collaborate and manage issues backlog and communications with development teams and business stakeholders: **Azure DevOps, GitLab, Jira.**
- Developed and managed executions playbooks for global system events such as: Disaster Recovery, Quarterly Maintenance, and Emergency Patching of Production Environment.
- Analyzed trouble scenarios and alerts for various application platforms web services and data platforms, including:
 - **Web Application platforms and tools: Azure, AWS, Kafka, Node.js .NET, IIS, Python, Linux, and other command line tools and technologies.**
 - **Database platform and tools: SQL Server (T-SQL), MongoDB, Oracle, Sybase, Postgres.**
 - **API Tools: Postman, SoapUI**

First Citizens Bank

September 2021 – March 2022

Business Systems Support Analyst II – Digital Banking

- Performed in-depth analysis and support for Digital Banking platform system and end-user inquiries.
- Utilized API tools, database clients, application logs to interpret data discrepancies, system operational events, and various trouble scenarios that impact the end-user experience with the Digital Banking Platform (Web Browser & Mobile Devices).
 - **Web Application platforms & integrations include: Azure, AWS, NginX, Apache.NET, IIS, Python, Linux, and other command line tools and technologies.**
 - **Data platform and analysis tools: SQL Server, DB2, Postgres, Oracle.**
 - **API Tools: ReadyAPI, SoapUI**
- Managed dashboards and reports containing metrics related to critical system impact events, network latency, application performance, and anomalous system events.
 - **Utilized the following monitoring and SEIM tools: Dynatrace and Splunk**
- Participated in SLDC process on a daily basis with development teams, business partners, and vendors on project requirements related to issues backlog, feature enhancements, and various initiatives via Jira Dashboards and tasks.

- Performed routine automated application deployments with the use of DevOps tools and automated QA testing while adhering to Change Management policies and procedures.
 - o **DevOps tools include: Jenkins, TestComplete**

Sensus

February 2020 - September 2021

Application Engineer – Cloud Application Support & Professional Services

- Provided professional consulting services to onboarding customers or current customers requiring a full system remediation\redesign.
- Led bi-weekly engagement meetings with customers and internal stakeholders review current status of objectives and any risks that may impact the delivery timeline of the implementation\remediation.
 - o Managed customer engagements and tasks via Salesforce and Jira
- Managed custom integration projects by collaborated with Product Management and Development teams to analyze and interpret customer requirements for third-party integrations to operate in parallel with Sensus solutions.
- Deployed and configured Sensus web application components to integrate with external customer third party systems.
- Captured system snapshots of all environmental components for backup purposes and performed system validation testing post deployment.
- Managed projects related to system upgrades and system migrations. Migration scenarios include:
 - o **On-Premise (Customer Datacenter) to Hosted (Sensus Datacenter)**
 - o **Hosted (Sensus Datacenter) to On-Premise (Customer Datacenter)**
 - o **On-Premise (Customer Datacenter) to On-Premise (Customer Datacenter)**
- Provided enterprise service tier support by analyzing and diagnosing production issues for critical support scenarios related to customer onboarding, failed upgrades, and total system outage.
 - o **Web Application platforms include: AWS, NginX, Apache, Linux, and other command line tools and technologies.**
 - o **Database platform and tools include: SQL Server, MongoDB, Oracle, Postgres**
- Ensured site reliability with the use of system monitoring tools, dashboards, reports, and automated alerts for customer environments assigned via project work.
 - o **System monitoring & logging tools include: Splunk, Datadog, Sumo Logic.**

Senior Systems Support Analyst | Engineer – AMI Metering Solutions / Smart Metering Systems

- Provided advanced level support for escalations related to Sensus data solutions and endpoints that reside on the Advanced Metering Infrastructure (AMI) communications network.
- Performed detailed analysis of web application services, AMI network data collectors, database servers, network communication paths, endpoint device firmware, and global/customer-specific system configuration.
- Utilized network device and network performance tools to monitor AMI network infrastructure for system alerts, automated customer communications, meter diagnostics, and connectivity issues.
- Performed system monitoring using Datadog, Splunk, and SumoLogic.

Technical Support Consultant – Cloud & Network Application Systems

- Served as a technical consultant for customers undergoing implementation or system redesign to optimize visibility of network infrastructure for Cisco customers for the StealthWatch security software platform.
Analyzed diagnostic bundles (zip package) from customer environments that contain application logs, network packet capture, and other diagnostic information.
- Collaborated with additional support teams to provide assistance for issues related to integrations, such as: Identity Services Engine (ISE), Tetration, AnyConnect.
- Generated virtual environments to replicate customer specific environments and problem scenarios.

Senior Technical Support Analyst – Healthcare Information Systems

- Provided senior-level support for escalations related to all Hill-Rom platform solutions.
- Performed root cause analysis (RCA) investigations for system failures to define if major system event was due to:
 - **Hardware failure, network connectivity, improper configuration, network security\permissions, or user training.**
- Analyzed critical issues related to system integrations, application data accuracy, network connectivity, system remediation.
 - **Diagnostic Tools include: WireShark, Linux scripting via command line**
 - **Database platform tools include: SQL Server Management Studio and writing ad-hoc SQL queries to review system data and historical events.**
 - **Monitoring tools include: Splunk and in-house reporting tools.**
- Participated in weekly SCRUM meetings with Product Management & Development teams to review issues backlog and expectations for upcoming releases.
 - **Managed assigned tasks and stakeholder communication via Jira.**
- Managed upgrade projects for hospital environments and led weekly calls with internal/external stake holders to ensure all requirements are fulfilled at the time of upgrade.
- Executed automated deployments of new firmware and web application components and performed post upgrade validation testing.

Technical Support Analyst – Healthcare Information Systems

- Performed advanced technical troubleshooting to hospital & clinical staff for all Hill-Rom platform solutions as it relates to:
 - Total system failure or outage, Systems Upgrade support, Network Connectivity & Configuration
 - **Diagnostic Tools include: WireShark, Linux scripting via command line**
 - **Database platform tools include: SQL Server Management Studio and writing ad-hoc SQL queries to review system data and historical events.**
 - **Monitoring tools include: Splunk and in-house reporting tools.**

Implementation Engineer

- Performed as a technical resource to internal project team for any trouble scenarios affecting newly onboarded customers.
 - Collaborated with project and development teams to execute the delivery of Logics Solutions software as a service (SaaS) platform solution.
 - Participated in weekly customer calls with project team and customer stakeholders to review current status identify any risks that may impact the project timeline.
 - Performed platform upgrades and migrations for customers transitioning from on-premise to our hosted environment.
 - Utilized database client tools and SQL scripting to extract and analyze customer data in preparation for data conversion.
 - Analyzed application issues and triaged to development teams for bug tracking, feature enhancement, and other future development efforts.
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Skills & Technologies

Azure DevOps	Git	Nginx	Snowflake
AppDynamics	GitLab	Node.js	SoapUI
AWS	Helm	Oracle	Splunk
Azure	Jenkins	Postgres	SQL Server (T-SQL)
Bash	JFrog	Postman (API)	Sybase
Confluence	Jira	Python	Terraform
DataDog	Kafka	ReadyAPI	TestComplete
DB2	Kubernetes	RedHat Directory Services	ThousandEyes
Docker	Linux	SaaS	Visual Studio Code
Dynatrace	Microsoft Dynamics 365	Salesforce	VMware ESXI
ElasticSearch	Mobile Applications	Self-Hosted	Windows
GeneOS	MongoDB	ServiceNOW	WireShark