

TAYLOR FINKLEA

CLOUD SYSTEMS ENGINEERING MANAGER

CONTACT

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SKILLS

- Leadership
- Coaching and Mentorship
- AI and LLMs
- Building AI Agents
- DevOps, MLOps/AIOps, CI/CD, GitOps
- Automation and Scripting
- Agile Methodology and SCRUM
- Project Management
- IT Strategy and Initiative Planning
- Cloud Cost Management
- Site Reliability
- Workload Prioritization
- Jira and Confluence
- Incident Response
- Disaster Recovery
- Business Continuity
- Technical Writing and Training
- Cloud Native Solutions
- Azure, GCP and AWS
- Automation and Scripting
- Kubernetes, Terraform and Ansible
- Systems and Network Engineering

QUALIFICATIONS

- Management and Leadership
- 12+ years of IT Experience
- 4 years of Management Experience
- Training and Mentoring

ATTRIBUTES

- Management and Leadership
- Dependable and Hard-Working
- Eagle Scout
- Organized
- Fast Learner

PROFILE

Hi there, I'm Taylor and I believe people are the most valuable asset in any organization. As the manager of Cloud Systems Engineering, I mentor and manage 14 direct reports across the Database, DevOps, and Site Reliability. I believe that collaboration and teamwork achieve incredible results compared to working in a silo. I am the leading champion and subject matter expert on implementing AI and LLMs within the organization to empower engineers. I excel at managing complex projects, cost management, MLOps/AIOps, infrastructure migration, sprint planning, coaching and mentoring, IT strategy, incident response and site reliability.

PROFESSIONAL EXPERIENCE

Cloud Systems Engineering Manager

TherapyNotes LLC | April 2023 – Present

- Cultivated a culture of collaboration and teamwork for over 20 direct reports across 5 teams.
- Championed adoption of AI and LLMs in the organization, including creating agents for engineering workloads.
- Managed and architected complex projects such as migrations to Terraform, GitHub Actions, Kubernetes.
- Partnered with other teams and departments to accomplish joint projects and initiatives.
- Maintained productivity across teams and standardized IT operations.
- Closely monitored Azure cloud costs and maintained vendor relationships.

DevOps and Infrastructure Manager

Lumifi Cyber Inc | Feb 2019 – April 2023

- Architected fully scalable infrastructure using Azure DevOps, Terraform, Helm, Kubernetes, Packer, Windows Virtual Desktop, Azure App Gateway, Azure WAF, Azure Firewall, Azure Virtual WAN, Azure ADDS
- Organized and completed many large-scale projects, such as a full data center migration to Azure
- Managed departments of DevOps, Infrastructure and Information Security

Systems Administrator / Project Manager

Executech Inc. | Aug 2017 – Feb 2019

- IT consultant working for multiple government clients
- Duties include Systems Administrator, Network Administrator, Information Security, Linux Administrator
- Managing large-scale cloud, email, domain and firewall migrations

Support Engineer

DigiCert Inc. | Aug 2015 – Aug 2017

- Assigned SSL Certificates, Client Certificates, and Code Signing
- Installed, troubleshot, and configured web servers such as IIS, Apache, and Tomcat

IT Support Technician

Dixie State University | Nov 2014 – Aug 2015

Remote Desktop Support Technician

ManagerPlus Solutions | Mar 2014 – Apr 2015