

NOC Systems Administrator NOC Systems Administrator Baltimore, MD Authorized to work in the US for any employer Work Experience NOC Systems Administrator Bethesda Game Studios - Hunt Valley, MD July 2016 to February 2019 Facilitated engineering teams in build and deploys of game products through each development state utilizing Jenkins, TeamCity and other build-management/continuous integration solutions. Coordinated identity and access management for multiple game studios. Assisted in migration of physical infrastructure to cloud-based solutions.

Customer messaging for notification of maintenance windows and other in-game occurrences.

NOC Systems Administrator Bethesda Game Studios - Hunt Valley, MD July 2016 to February 2019

Developed internal web application to better facilitate Twitch award database updates for The Elder Scrolls: Legends saving time and resources across multiple teams. Responsible for incident logging, categorization and initial diagnosis of live game errors to prevent product downtime.

Communicating to developers, vendors and public customers the status of changes and incidents.

Monitor health of global environment to ensure errors are resolved before services are interrupted.

Perform weekly ongoing performance tuning, hardware upgrades and resource optimization as required. Assisted vendors and engineering teams to upgrade, evaluate, test and install new hardware and software systems utilizing CI/CD best practices.

Service Desk Technician Skyline Technology Solutions - Glen Burnie, MD December 2015 to February 2016 Monitoring of

Department of Transportation network Coordinated with vendors on status updates for state projects Update clients on ticket status and pending updates. Route calls to appropriate T2/T3

resources for Help Desk, SOC or NOC Clear utility ticket requests for digging fiber

Education Associate in Network Administration Brightwood College - Towson, MD June 2014 to December

2015 Skills Linux, Vmware, Python (3 years), Bootstrap (1 year), AWS (2 years), Javascript (2

years), Network Administration (4 years), CSS3 (5 years), SQL (1 year), C# (1 year), Wordpress,

Front End, HTML5, PHP, HTML, JIRA (3 years), Confluence (3 years), Change Management (3

years), Virtualization (3 years), Git (2 years) Links <https://www.github.com/Rigil-Kent>

<https://www.linkedin.com/in/bryancbailey>

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