

Corey Lindsey

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Professional Summary

Entry-level Software Engineer with 8+ years of hands-on systems engineering experience, transitioning from enterprise IT to software development. Strong foundation in computer science fundamentals, Python development, and automation, with a track record of building reliable tools and services that improve developer productivity and system performance at scale (60,000+ servers). Experienced in shipping scripts and service integrations in Python & Bash; implementing and leveraging configuration management (Ansible, Puppet) solutions. Recognized for translating operational pain points into maintainable software, reducing security risk and deployment times, and enabling 99.99% uptime in mission-critical financial environments. Collaborative, detail-oriented, and eager to contribute to backend and platform engineering teams using modern development practices.

Technical Skills

Systems: Linux (RHEL, Ubuntu), Windows Server, macOS, Active Directory, VMware, Active Directory, Microsoft 365 & SharePoint, Confluence, IPDB, Puppet, SCCM

Scripting & Programming: Python, JavaScript, TypeScript, React, HTML, CSS, Bootstrap, Tailwind CSS, Bash, SQL, Node.js, Bootstrap, Jenkins, REST API, PowerShell, Ansible, Puppet, PostgreSQL, JSON/YAML, Git, Docker, MongoDB, Command Line

Networking & Security: DNS, DHCP, SIEM (Splunk, Qualys), EDR Tools, Security Hardening

Monitoring & Ops: ServiceNow, Jira, BigPanda, PagerDuty, Splunk, SentinelOne

AI Tools: Claude, Copilot, ChatGPT, Gemini, Warp, Cursor, Phind, NotebookLM, n8n

Hardware: Servers, Switches, Storage Arrays, Desktops, MacBooks, Windows Laptops, PDU

Education & Certifications

Maestro University: AI Software Engineering, Atlanta, GA, Sept 2025 - Aug 2027

Per Scholas: Full-Stack Software Engineering Immersive Course, Atlanta, GA, Oct 2025 - Feb 2026

Udacity: Front-End Web Developer Nanodegree, Atlanta, GA, Oct 2025 - Feb 2026

Scrum.org: Professional Scrum Master I (PSM I), Atlanta, GA, Aug 2022 - Sep 2022

DigitalCrafts: Full-Stack Software Engineering, Atlanta, GA, Feb 2022 - Jun 2022

Coursera: Professional Google IT Support Professional, Atlanta, GA, Jan 2018 - Jun 2018

YearUp United: Information Technology, Atlanta, GA, Jun 2015 - Jun 2016

Professional Experience

System Engineer – Intercontinental Exchange (ICE)

Atlanta, GA | Oct 2022 – Present

- Administered and secured 60,000+ Linux and Windows servers supporting global financial trading, maintaining 99.99% uptime for the financial markets of the New York Stock Exchange(NYSE)
- Integrated BigPanda and PagerDuty with automated scripts, reducing incident response times by 40%
- Authored 20+ automation scripts to streamline patching and maintenance, utilizing Ansible and Puppet to enforce standardized configurations, reducing manual workload by 60%
- Collaborated cross-functionally to deliver zero-downtime deployments
- Resolved 100+ weekly tickets through Jira/ServiceNow, exceeding SLA compliance while maintaining a robust security posture via patching, hardening, and vulnerability remediation

Senior Desktop Engineer – City of Atlanta

Atlanta, GA | Jan 2018 – Oct 2022

- Accelerated a 2,700+ device refresh to finish 4 months early, generating \$180K in vendor savings
- Automated deployments, patching, and upgrades via Python scripting, reducing ticket volume by 28%
- Launched a city-wide phishing awareness campaign, lowering risk from 79% to 13%
- Maintained 98% SLA compliance for 1-hour response resolution
- Supported and secured networks for 3,000+ users across all city departments, including law enforcement

Desktop Support Technician – Thompson Technologies

Atlanta, GA | Nov 2016 – Jan 2018

- Delivered Tier 1-3 technical support to 300+ end users in Windows/Linux hybrid environments
- Triaged 70+ weekly tickets for 300+ distributed employees following ITIL practices, boosting operational efficiency by 20%
- Configured and deployed desktops/laptops meeting secure government specifications, improving deployment speed by 50%
- Implemented SOPs and troubleshooting guides, empowering self-resolution and reducing repeat tickets
- Conducted proactive system maintenance to minimize downtime

Core Competencies

Linux Administration | Windows Administration | macOS | Remote Support | System Hardening | Active Directory | Microsoft 365 | DNS/DHCP | IPDB | Ansible | Puppet | Python | SQL | Bash | Automation Scripting | ServiceNow | VMware | SCCM | SIEM (Splunk, Qualys) | EDR Tools | Security Remediation | Monitoring (BigPanda, PagerDuty) | ITIL | Agile | Incident Response | Troubleshooting | RCA