Richmond, VA 23226

ADAM E. MILLER

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OVERVIEW

- Experience with DevOps practices, such as cloud architecture, CI/CD, containerized workloads, proactive monitoring and alerting, scalability/high availability, as well as clearly defined infrastructure deployment methodologies and workflows.
- 3 years of experience working in production environments, participating in critical business tasks such as product support, ticket triage, incident management, infrastructure automation and maintenance, technical documentation, and network management.
- Ability to automate important tasks by leveraging scripting technologies such as Python or PowerShell as well as declarative configuration languages such as CloudFormation and Kubernetes manifests.
- Eager to collaborate with team members within operations as well as other teams such as engineering or product management in order to foster collaboration on all aspects of software delivery and maintenance.

EDUCATION

Volgenau School of Engineering   **George Mason University**   **2014 – 2018**

- B.S.E. in Information Sciences and Technology. In-major GPA: 3.83.
- Concentration in Computer Networking & Telecommunications. Concentration GPA: 3.89.
- Major Coursework: Object Oriented Programming (Java), Database Design and Administration, Information Security Fundamentals, Data Communications and Networking Principles, IT Project Management.
- Concentration Coursework: Digital and Computer Electronics, Network Security, Operating Systems, Wireless Communications and Networking, Advanced Networking Principles.

Technology Focus Area   **Appomattox Regional Governor's School**   **2010 – 2014**

EMPLOYMENT

DevOps & Automation Lead   **SingleComm, LLC.**   **Jul. 2017 – Pres**

- Reduced production application incidents by implementing proactive monitoring and alerting by implementing a centralized metric and application log storage endpoint as well as additional tools for visualization and intelligent alert routing.
- Shortened time to deployment through the creation of disposable development environments, end-to-end CI/CD pipelines, and containerized workloads.
- Designed, deployed, and maintained a high availability Kubernetes environment in order to provide a consistent environment between local and production applications, reducing deployment complexity.
- Managed several production environments located in Amazon Web Services, including EC2 virtual servers, Lambda functions, and WebRTC SIP/VoIP switches.
- Mitigated production issues through leading a team of remote Production Support staff to expand the company-wide knowledge base in order to reduce the occurrence of repeat incidents.
- Created infrastructure diagrams and code in order to reduce time spent on training and onboarding of new technical staff as well as decrease the overall time spent on deployment and validation of new applications.

Technology Support Specialist   **Fairfax County Public Schools**   **Feb. 2016 – 2017**

- Created several management tools using Windows PowerShell in order to greatly improve efficiency in tasks such as account creation, computer forensics, and software deployment package creation.
- Assisted with management of a Windows domain comprised of 185K county-owned clients, account creation, inventory, software deployment, and computer maintenance.
- Provided technical support to students and staff across the county through an enterprise ticketing system, involving troubleshooting, staff assistance, software deployment, and computer testing setup and monitoring.
- Performed various tasks at the service center, including inventory management, computer imaging/deployment, and infrastructure testing.

Co-Director of Technology   **Appomattox Regional Governor's School**   **Jun. 2015 – 2016**

- Managed all aspects of a Windows domain, including user creation, group policy, software deployment, networked user storage, and local backup.
- Monitored, managed, and updated an enterprise network, including IP phone configuration/management, firewall monitoring, switch installation and configuration, and MDF/IDF reorganization.

Volunteer Network Technician   **Appomattox Regional Governor's School**   **2013 – 2016**

TECHNOLOGIES AND SKILLS

- **Languages:** Python, PowerShell, Go, Bash, PHP, JS, Java
- **Databases:** MySQL, PostgreSQL, Aurora, Redshift, Redis, Couchbase
- **Operating Systems**: Linux (Debian based), Windows, MacOS, limited BSD and other Unix-like OSes
- **AWS:** EC2, RDS, ElastiCache, S3, Lambda, CloudWatch, IAM/KMS, Route 53, SES, SNS, SQS, VPC, Kinesis, API Gateway, EFS, AutoScaling, ELB
- **Containerization:** Docker, Containerd, Kubernetes, Swarm, Container Networking
- **Monitoring/Alerting:** CloudWatch Logs/Metrics, Prometheus, Grafana, ElasticSearch, Kibana, Fluentd
- **CI/CD:** Jenkins, Postman/Newman, CloudFormation, Ansible, CodeDeploy, JIRA, Gatling, LocalStack, Vagrant
- **Networking**: Cisco IOS, pfSense, Active Directory, Ubiquiti UniFi, Snort IDS
- **Telecommunications**: SIP/VoIP, FreeSWITCH, Homer/SipCapture
- **Virtualization:** ESXi, Hyper-V, KVM, Xen, VirtualBox
- **Documentation:** Bookstack, Gitbooks, Confluence, LucidChart
- **Methodologies:** Test-driven development, semantic versioning, automated CI/CD, AGILE, Blue/Green Deployments
- **Tools:** git, vim, awscli/boto3, Jenkins Pipelines, Visual Studio Code, Adminer