NICHOLAS WOLK

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"Optimizing System Performance & Establishing Seamless Production Environments using IT Proficiencies."

Highly motivated, solutions-focused IT professional with a breadth of experience in customer-facing positions across multifaceted areas, including software engineering, DevOps, and cloud computing. Well-versed in full infrastructure lifecycle duties, such as updates, upgrades, migration, and automation, with the ability to contribute to end-to-end application and software development. Exhibit high regard for optimal security, reliability, efficiency, and continuous improvement of infrastructures and software and application systems. Poised to address complex technical issues using cutting-edge solutions, aptly utilizing a vast array of tools, platforms, and technologies. Able to educate customers on architectural and strategic IT decisions, helping establish scalable and resilient infrastructures and systems. Commended for enhancing system performance and workflows, instituting a high-functioning IT environment, and producing measurable business value. Knowledgeable in the fundamentals of computer science and IT management. Armed with solid technical depth and flexible interpersonal skills.

CORE COMPETENCIES

IT Solutions Engineering | Cloud Computing | DevOps | Software Development | Database Management | Containerization | Systems Administration | Networking | Technical Support | Troubleshooting | Disaster Recovery | Continuous Improvement | Project Management | Change Management | Research | Capacity Planning | Consulting | Customer Success | Leadership | Cross-functional Collaboration | Relationship-Building | Excellent Verbal & Written Communications | Presentation Skills | Problem-Solving | Critical Thinking | Analytical Skills | Attention to Detail | Organization Skills | Time Management

TECHNICAL SKILLS

Programming Languages: Python, PowerShell, Java, JavaScript, Shell, Batch, SQL, Go, Visual Basic; **Cloud Technologies:** AWS (EC2, Lambda, S3, RDS, IAM, KMS, SQS, SNS, CloudFormation), F5 WAF; **Content Management Systems:** Sitecore; **Data Ingestion & Delivery:** SSIS, AWS Lambda; **Report Generation & Visualization:** Tableau, Microsoft Power BI, Actuate BI; **Build & Deployment Automation:** Bamboo, Bitbucket, Artifactory; **Secrets Management:** CyberArk, AWS IAM; **Application Monitoring:** Splunk, AWS CloudWatch, Grafana; **Version Control:** Git, Stash; **Risk Management:** Black Duck, Fortify; **Issue Tracking & Project Management:** JIRA, BMC Remedy; **Workload Automation:** Apache Airflow, AutoSys; **Operating Systems:** Windows, Linux (UNIX); **Networking Administration:** Active Directory, NGINX; **ETL Data:** Aladdin, Conduent (Formally ACS), MorningStar, FactSet, Vermilion Reporting; **Others**: Salesforce, Postman

EDUCATION

Bachelor of Science in Business Administration (BSBA), Specialization: Management Information Systems

Bloomsburg University | Bloomsburg, PA

- **Activities:** Bloomsburg University Club Member - Association of Information Technology Professionals

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Attendee, KubeCon + CloudNativeCon Conference (Gained Insights into Kubernetes & Cloud Native Computing)	**11/2023**
Astronomer Certification DAG Authoring for Apache Airflow, Astronomer	**02/2023**
Astronomer Certification for Apache Airflow Fundamentals, Astronomer	**12/2022**
AWS Certified Solutions Architect - Associate Certification, Amazon Web Services (AWS)	**10/2021**

PROFESSIONAL EXPERIENCE

Macquarie Group ◆ Philadelphia, PA

Cloud Infrastructure/Solutions Engineer   **02/2018 - 09/2023**

- Utilized serverless cloud components in formulating creative yet robust technical solutions, thereby eliminating the need for extra work in terms of managing servers, configuring software, updating frameworks, and patching operating systems.
- Headed the conversion and containerization of AutoSys scheduler jobs, smoothly transitioning processes to Apache Airflow.
- Governed the end-to-end migration of on-premise and data center applications and services to AWS, including the successful migration of macquerieim.com's Sitecore content management and delivery infrastructure to an AWS cloud-hosted solution.
- Applied Python-based AWS Lambda functions, as well as cloud-native applications, queues, and storage, to refine the data ingestion and delivery processes; improved data collection and management, enabling easier retrieval and processing.

- Commanded the conversion of the Windows-based Salesforce Data Loader to a Linux infrastructure with a persistent elastic block of storage, log retention to S3, and SMTP email alerting, yielding more stable and secure data management.
- Directed the flawless transition of Actuate BI-generated reports to cloud-based Microsoft Power BI to enhance reporting capabilities, generating noteworthy improvements in automation, accessibility, cost savings, and operational efficiency.
- Designed and mobilized automated build and deploy plans, enabling continuous integration and deployment automation.
- Operated the Splunk platform to drive comprehensive application monitoring activities, alerting, and dashboard creation.

Macquarie Group ◆ Philadelphia, PA

DevOps Engineer   **06/2016 - 02/2018**

- Introduced innovative tools, processes, and methodologies to accommodate dynamic needs during the software development process, which contributed to faster product/service delivery, increased efficiency, and reduced downtime.
- Leveraged business and technical proficiencies, taking responsibility for change management and the implementation of development code into the production environment; served as the AutoSys Workload Automation Scheduler Administrator.
- Employed the functionalities of SiteScope to efficiently monitor, track, and fix application and infrastructure anomalies.
- Satisfied other duties, including FTP hosting/support for seamless internal business and external vendor data file transfers.

Macquarie Group ◆ Philadelphia, PA

System Support Analyst   **06/2010 - 06/2016**

- Held accountable for Active Directory account administration and support, skillfully carrying out pertinent activities, including disaster recovery, compliance monitoring, as well as management of data, domains, and user permissions.
- Extended hands-on technical assistance to desktop and server technicians, ensuring prompt/efficient resolution of issues.
- Rendered internal and remote support, adeptly remediating desktop application, networking, and hardware problems.

EARLIER WORK EXPERIENCE

Lincoln Financial Group ◆ Philadelphia, PA

System Support Analyst

Fulfilled responsibilities as the administrator for mainframe applications, Citrix connections, voicemail systems, network accounts, and financial software while executing other tasks, including BlackBerry activation, distribution, and troubleshooting; frequently conducted visits to other company locations to assess support staff procedures and enhance cross-site collaboration.

Lincoln Financial Group ◆ Philadelphia, PA

System Support Analyst (Internship)

Administered enterprise-wide telephone technical support and assisted desktop and server technicians, guaranteeing the provision of reliable technical assistance; competently resolved complex desktop application, networking, and hardware issues.