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Professional Experience:

Bio-Rad Laboratories   **San Francisco Bay Area**   **May 2019 – Present**

Lead Cloud Architect

- Researching, designing, and standing up shared services across R&D and IT projects.
- Hands on $0 \to 1$ (POC). Mentoring Cloud Engineers driving $1 \to N$ (Production).
- Building a Cloud Architecture team covering R&D, Platform Services & CI/CD, and SAP.
- Own and drive our AWS relationship.
- Drive best practices on everything from genomics pipelines to SAP modernization.
- Landing Zone, Control Tower, Security Hub, CodePipeline, EC2, S3, RDS, Lambda, etc.

Osmosis Security, LLC   **San Francisco Bay Area**   **March 2018 – May 2019**

Consultant / Co-Founder – "the family business"

- Enjoyed some quality time after the sale of Evident.io to Palo Alto Networks.
- Consulted primarily with Bay Area startups around compliance obligations and approach, enterprise customer relationships, and technical support operations.
- Reverse engineered various devices, mostly for the fun of it.

Evident.io   **Pleasanton, CA**   **May 2016 – March 2018**

Support Lead / Manager

Built a multi-tiered, process driven, engineering integrated Support organization.

- Brought a preexisting backlog of hundreds of tickets up to a year overdue current in one month.
- Created tight integration with Engineering and reversed negative impressions of Support.
- Launched Support product tiers, Sales training, Marketing alignment, P&L analysis, etc.
- Hired, trained, and actively mentored Support engineers and TAMs.
- Developed engineers and TAMs into Lead and Manager roles.
- Implemented monitoring and automation so we humans could focus on more interesting tasks.

Drove Product Management strategy and operations.

- Developed product pipeline strategy including methods, tooling, and RACI in line with SOC2.
- Organized and launched a product council of senior leadership to drive product roadmap.
- Launched and maintained product pipeline tooling and schema.
- Worked hand-in-hand with engineering and business groups to ensure everyone was getting the information they needed to move forward together.

Amazon Web Services	**Seattle, WA / San Francisco, CA**	**June 2012 – December 2014**
		April 2015 – May 2016

Enterprise Support Operations Manager:	*February 2014 – December 2014*
	April 2015 – May 2016

Led AWS Enterprise Support operations in California, partnered with Enterprise customers to develop, deploy, and operate some of the most interesting and vastly scaled cloud environments in the world.

- Helped launch AWS Enterprise Support sites in San Francisco, Santa Monica, and Orange County.
- Discussed Support with prospective customers, collaborated with Sales on pitch decks, and helped spool up AWS's first Enterprise Support BDM.
- Managed and developed a dozen or so Enterprise TAMs, ensuring customer satisfaction, employee satisfaction, low turnover, and a collaborative, inspiring work environment.
- Led recruiting efforts driving 300% team growth YoY.
- Defined, measured, and enforced procedures, automation, and goals driving up customer satisfaction while driving down human effort.
- Worked directly with customer Principal Engineers and CXOs around the most difficult proactive architectural and reactive troubleshooting engagements.
- Met with AWS GMs, VPs, and Principal Engineers weekly, driving resolution to key customer issues. Led and mentored TAMs around executive engagement and escalated problem solving.

Senior Enterprise Account Engineer:	*June 2012 – February 2014*

I started at AWS as an EAE in Seattle, working primarily with San Francisco customers, given my FOSS leanings and preference for casual business interactions. My customers included major players in 3D design, PaaS, communications, social media, gaming, streaming, and traditional enterprise.

- Engaged directly with customer Operations and SRE teams, providing guidance for high availability, disaster recovery, cost efficiency, and operational simplicity.
- Supported customer technical operations through metrics / reporting / automation, service limits and provisioning lifecycle management, roadmap integration, and reactive troubleshooting.
- Dove deep (hands-on-keyboard) on escalated technical issues. Worked hand-in-hand with ops teams, developers, support engineers, and all levels of AWS and customer management to achieve timely resolution.
- Consulted customers through building their own COEs, driving consistency and best practices across architectures, optimizing foundation services like identity, access, and storage; and generally helping them function as single businesses with common goals.
- Integrated many disparate APIs, websites, databases, and other repositories into unified dashboards, quick lookup tools, and automated reports, enabling data backed decision-making and continuous improvement of ops metrics for both customers and internal organizations.
- Persuaded AWS leadership to create a California Enterprise Support team to better support the influential southwest tech sector and move me to San Francisco to seed it. Interviewed California EAE candidates to find the best of the best for the pilot team.

Microsoft	**Redmond, WA / San Francisco, CA**	**December 2014 – April 2015**

Open Source Solutions Architect / Advocate

The timing wasn't quite right, but I couldn't pass up the opportunity to work inside Microsoft to help move them towards collaboration with the marketplace.

I worked with sales and customer engineering teams, helping some of the world's top ISVs thrive in the Azure Cloud. I was an open-source advocate, Linux / FOSS specialist, customer satisfaction zealot, HA cloud architecture trainer, expendable black ops operative, and generally a thorn in the side of folks who didn't want to change as Microsoft executed on Satya's vision of collaboration and cooperation with the rest of the world.

- Helped ISVs architect solutions to cost effectively move on-prem applications into Azure.
- Worked with Ross Gardler (of the Apache Software Foundation) and community developers on an audit of FreeBSD to enable an official FreeBSD image on Azure with accompanying source for all GPL components.
- Collaborated with Microsoft TED on SCAMP – a user-friendly cloud control panel for easy provisioning to multiple users with a long-term vision of supporting multiple cloud vendors.

403 Labs, LLC	**Milwaukee, WI**	**March 2009 – June 2012**

Manager, PA-DSS (QSA, PA-QSA)   **October 2010 – June 2012**

Led PA-DSS projects and consultants, developed compliance methodologies, developed assessment management and report generation tooling (Catalyst / Perl), maintained relationships with high-value clients and third-parties. Consulted with PCI SSC and card brands to co-develop mutually beneficial processes and work-flows.

Information Security Consultant (QSA, PA-QSA)   **March 2009 – October 2010**

Performed security and compliance assessments and provided remediation guidance for high-profile clients focused on network and application operations, SDLC, and end-user documentation. Consulted around requirements and solutions with client executives, middle management, development teams, support teams, resellers / integrators / VARs, and end-users. Educated clients on how to maintain compliance as a continuous initiative instead of an annual fire drill.

| **Rehabilitation Research Design and Disability Center** | **Milwaukee, WI** | **March 2007 – March 2009** |

Senior Instrumentation Technologist:

Performed system development, deployment, and maintenance as well as rapid prototyping of solutions for myriad research needs. (VMware, Debian, Django, Drupal, Catalyst, E-Prime)

Consulted with primary investigators and contributed to grant proposal documentation. Advised college and university IT on scalable virtual infrastructure. Managed remote and student employees, balancing Center needs with student academic responsibilities.

Developed tools for data collection and analysis including public and employee-facing interfaces, CRUD systems, data mining, results presentation, and graphical analysis. Deployed and managed Debian servers for research and public-facing services in a hybrid physical / virtual environment.

- Opened lines of communication between staff and primary investigators. Translated "big ideas" into real-world solutions. Oversaw development, deployment, and outcomes of said solutions.
- Migrated all Center technological services from sub-optimal university resources to a locally managed redundant / virtual stack, reducing change requests and issue resolution from weeks to hours, reducing downtime to practically zero, and drastically reducing developer and researcher frustration thanks to locally managed permission and resource allocation systems.
- Saved untold quantities of public funds by moving away from costly, proprietary, single-purpose apparatus and quickly prototyping functional systems from COTS supplies.

Historical Responsibilities:

Technology Guru	C.M. Global Marketing, LLC	March 2008 – December 2009
Accessible Developer	Marquette RERC-AMI	April 2005 – May 2007
Data Processing Developer	SIUC SC Marketing & Graphics	January 2003 – August 2004
Network / DB Developer	Applied Personal Computing, Inc.	May 2002 – August 2003
Field Technician	UNIX Group, Inc.	February 2000 – July 2000

Education and Credentials:

Marquette University	B.S. Biomedical Engineering	2007
SIU Carbondale	Computer Engineering	2000 – 2003
PCI SSC	QSA / PA-QSA	2009 – 2012
(ISC)^2	CISSP (well, kinda – ask me)	2011
Microsoft	MCPS: Implementing Azure	2015
Amazon Web Services	Dev / SysOps / SA – Assoc	2016 – 2019