

Randy C. Will

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Doing my best to make the world a better place...

Off the top, I am an unapologetic altruist. I believe that every action people take should in some way improve the world. I find that people are both happier (my personal cause) and more efficient / effective (good for business) when they feel safe, collaborative, informed, and inspired.

Professional Experience:

Evident.io

Pleasanton, CA / 100% WFH

May 2016 – March 2018

Acquired by Palo Alto Networks in March 2018, Evident.io is the first and leading security posture management SaaS focused on continuous security and compliance for cloud-based infrastructure.

Support Lead / Manager (Now with new Product Management flavor!)

Starting with myself and a single new front-line engineer answering emails, I built the multi-tiered, process driven, engineering integrated Support organization we have today.

- Prioritized, tracked, and joined my engineer in directly engaging with customers to bring a preexisting backlog of hundreds of tickets as far as a year overdue current in about 1-month.
- Developed, documented, tooled, and enforced escalation methodologies leading to a tight integration with Engineering and reversing negative impressions of Support.
- Developed, documented, and launched Support product tiers including 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 automation and monitoring that reduced my job to basically watching a metrics graph and following up on anomalies or desired changes in trend.

Once Support was basically running itself, I moved on to helping out with Product Management strategy and operations.

- Developed and documented a Product Pipeline strategy including methods, tooling, and RACI that was fully adopted and went into our official SOC2 policies and procedures.
- Organized and launched a Product Council consisting of senior leadership from Engineering, Project Management, Product Management, Solutions Architecture / Sales, and Support meeting on a standing cadence with weekly deliverables.
- Launched and maintained Product Pipeline tooling (Trello) and a labeling schema enabling quick prioritization and business-critical filtered views.
- Halted back-channeling to Engineering by enabling business leaders with a more effective, sanctioned path.
- 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 /
50% WFH**

**June 2012 – December 2014
April 2015 – May 2016**

The leading Infrastructure as a Service (Cloud Computing) provider.

Enterprise Support Operations Manager:

**February 2014 – December 2014
April 2015 – May 2016**

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

- Launched AWS Enterprise Support sites in San Francisco, Santa Monica, and Orange County. Began the process in Phoenix and Palo Alto.
- Discussed Support with prospective customers, collaborated with Sales on pitch decks, and trained AWS's first Support BDM.
- Managed and develop over a dozen 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, platform as a service, 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

The world's largest software company.

Open Source Architect / Advocate

Given my history as a Linux advocate and Microsoft detractor, many people told me I was crazy for helping Microsoft. It was a moonshot, but I couldn't pass up the opportunity to work inside the company to help move them towards collaboration and freedom.

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.

- Worked with Ross Gardler and community developers on a code audit of FreeBSD to help 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

Now part of Sikich, LLP, 403 Labs was a fast-growing information security consultancy specializing in PCI assessment and guidance for “mom & pop” retail stores to Fortune 500 mainstays.

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

Tight-knit research group partnered with and located on the University of Wisconsin - Milwaukee campus, performing accessibility and usability research funded by the National Institute on Disability and Rehabilitation Research (NIDRR), Department of Education (DOE), and other sources.

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, 2010, 2011, 2012
(ISC) ²	CISSP (well, kinda – ask me)	2011
Microsoft	MCPS: Implementing Azure	2015