DANIEL DEBUTTS

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DEVOPS, APPLICATION SERVICES & DEPLOYMENT AND SQA

Proven track record of success leading teams and projects in large, mid-size and start-up companies spanning multiple industries

Hands on contributor and software leader recognized for development of high performing teams and delivering complex projects. Partner with clients and internal stakeholders to ensure product adoption success. Working with local and globally distributed teams. Diverse experience in multiple industries including Healthcare, Financial, and Cloud. Currently full-time student working toward Full Stack Coding Certificate offered by University of New Hampshire, continuing education at Capella University and earning AWS Certifications at Unique Systems Skills.

PROFESSIONAL EXPERIENCE

IBM Professional Services/IBM Hybrid Cloud Services, Remote   **Nov 2018 – Sept 2019**

VMware/Windows Infrastructure / Agile Team
Member of Agile team for large customer managing Virtual Centers and Windows Servers. Responsible for updates, patching, incidents, and change requests using JIRA, Confluence, D3, vSphere, VCenter, PowerCLI and PowerShell.
- Worked with offshore Infrastructure team.
- Firmware updates / Remote Server Management.
- Practice Agile Scrum Methodology
- Facilitate and lead sessions on Agile practices and implementation, ensuring client deliverable requirements are met.
- Support of internal and external customers hardware and software

DevOps/Cloud Application Services Engineer   **Sept 2017– Nov 2018**
Member of DevOps team acquired from Verizon responsible for code deployments across multiple global data centers. Supported all Web, SQL, Reporting, and Application Servers as well as load balancing and firewall Management. all incidents and change requests
- Worked with offshore cloud development team
- Software deployments using Octopus and Web Deploy
- Windows updates using WSUS
- Supported Linux and Windows Servers
- Troubleshoot escalations
- Performed SQL DBA duties for Maintenance and issues
- Managed White list and Alias configurations with pfSense
- Configured F5 Load Balancers

Verizon Cloud, Lowell, MA/Remote (Purchased By IBM)   **Oct 2015 – Sept 2017**

DevOps/Application Services Engineer
Managed onboarding and billing services and processes for the new and existing customers to the Verizon Cloud. Worked with development team for testing and deployments to staging and production. Responsible for updates, deployments and troubleshooting. Note same duties as above with these additions:
- Validation of successful onboarding processes for customers.
- Clarified project and release goals by effective communications with the development team, verifying understanding of requirements and end goals.
- Validation of billing processes and report creation
- Updates/Maintenance for Cassandra and Message Queuing Servers

eHealth Solutions, Bedford NH/Manhattan NY   **May 2008 – Sept 2015**

Release/Deployment Engineer
Provided continuous build and deployment support for all teams and departments to include development, SQA, Release Engineering, Training, Documentation, Project Management, Marketing and Customers. Responsible to multiple data centers and all virtualization and configuration management. Work in Agile team to build, deploy, and enhance all functions to support all teams.
- Responsible for deployments to multiple data centers using manual and automated methods
- Maintained and support Subversion Code Repositories
- Managed, maintained, and developed build and automated deployment processes using NANT
- Supported all Web, SQL, SSRS, Application, and Biztalk Servers
- Created Test environments infrastructure using VMWare
- Managed and maintained disaster recovery processes
- Worked with development to find and research methods to improve build and deployment times
- Created a training environment that was automated for deployment with ability to update data and environment reset for each individual trainer.
- Performed testing and quality assurance for all deployed products
- Troubleshoot all application, build, deployment, networking, load balancing issues for all environments

Health Dialog, Manchester NH   **Oct 2006 – May 2008**

SQA Team Lead
Helped build and managed team that included release engineering, SQA Engineers, Developers, Web Designers and database engineers. Responsible for delivering Personal Health Record (PHR) for high profile insurance company.
- Testing of ASP.Net applications for Personal Health Record and Personal Health Assessment
- Created test environment for GUI and Data Validation Teams (VMWare)
- Troubleshoot all application, build, deployment, networking, load balancing issues for all environments
- Implemented Performance and Functional Testing practices
- Designed test utilities and tools to increase test capacity and reduce time to test
- Tested Data Warehouse transactions from database to GUI
- Created demo systems for marketing
- Guided Operations through disaster recovery planning and validation
- Worked with IT to implement an update/patching plan
- Tested Reports created in SQL Reporting Services

Mysis HealthCare (formerly Amicore, Inc.), Andover MA   **May 2003 – Oct 2006**

Sr Software Quality Engineer
Lead for Electronic Medical Record (EMR) and Practice Management Suite of applications that included Administration, Clinical, Pharmaceutical, Lab, and Billing functions. Performed team lead duties for prioritization defect triage and escalations. Technical liaison to customer services, helpdesk, training, and development.
- Customer data conversion testing
- Trained new SQA Engineers
- Developed Test strategy and planning with Test Director
- Browser Testing
- Implemented CRM and Defect Tracking system TeamShare TeamTrack
- Install/Uninstall Testing using VMWare

Penchart, Inc., Salem NH   **May 2001- May 2003**

Sr Software Quality Engineer
Responsible for testing of integrated billing and electronic medical record system. Created companies first virtual systems that separated development and SQL environments that lead to creation of environments for staging, training, and Sales.
- Customer Support Escalation Engineer
- Created test cases for all new software features
- Wrote workflow test plans later used for training documentation
- Implemented and tested SQL Server Replication

ManagedOps.com, Bedford NH   **Oct 2000 – May 2001**

Software Quality Engineer
Created and maintained test plans for the company's integration tools for Great Plains Account Software and Siebel Systems CRM. Tested customer migrations from Solomon to Great Plains software.
- Manual test case creation and execution
- Database validation for data input and data migration
- Created test cases for all new software features
- Wrote installation procedures (best practices)
- Assisted customer support with escalations and worked closely with development to resolve issues\incidents

Atlantic TurnKey Corporation, Amherst NH   **Jan 1999 – Oct 2000**

Implementation/Support/Quality Assurance
Front to back implementation and support for proprietary fund accounting software system along with the company's Motor Vehicle Registration Software Suite. Worked as the frontline for all helpdesk, networking, printing, software and hardware issues. Worked with customers to resolve issues both local and with the NH DMV.
- Installed and configured software/Hardware
- Project manager for each customer implementation
- Responsible for end-user classroom trainings
- Implemented Helpdesk and trained new helpdesk employees
- Installed configure new CRM and ticket tracking system Clientele

EDUCATION

University of New Hampshire, Portsmouth NH 2019-2020
Full Stack Coding Certificate -Completion date 3/24/2020 HTML5, CSS3, JavaScript, jQuery, Node.js, Java, Express.js, React.js, Database Theory, MongoDB, MySQL, Command Line, Git, and more.

Unique System Skills, Nashua NH (Completion date 05/12/20)
Associate Certificates for AWS Operations, AWS Solutions Architect, AWS DevOps and Linux Administration

Capella University, Minneapolis MN (2015-2019)
Bachelor of Science Information Technology Earned 109.5 credits toward degree

University of Massachusetts Lowell, Lowell MA (1996-1997)
Bachelor of Science Information Systems Completed 81 credits toward degree

Hesser College, Manchester NH (1992)
Associates Degree in Criminal Justice

E/Tac, Nashua NH - MCP, MCSE