DERRICK OLIVER REID

Atlanta Georgia

derrickreid@live.com (919) 817-4036

DevOps Engineer

Highly accomplished Systems Engineer with progressive experience in Agile software development environments. Able to perform enterprise system design, implementation, support, monitoring and administration of infrastructure. Able to apply innovative ideas, which solve complex problems and satisfy project needs. Skilled technical team player; handle multiple tasks effectively and build solid working relationships with technical teams, senior management, and vendors. Establish processes and maintain open communications to improve teamwork and cohesiveness.

CORE COMPETENCIES:

- Enterprise Security
- Project Implementation
- Team Building & Leadership
- IS Infrastructure & Strategic Planning

- Public Cloud Computing
- Customer Relations
- Disaster Recovery Programs
- Installation & Maintenance Engineering

PROFESSIONAL EXPERIENCE

Ipreo Raleigh, North Carolina
Remote DevOps Engineer (07/2017-Present)
Internal Tools Team

Key Responsibilities:
- Build tools and integrations to help application development teams be more efficient.
- Perform daily administration of TeamCity, TFS, GitHub Enterprise, SonarQube, Artifactory, Splunk, Jira, Confluence and Slack.
- Perform all tasks related to the setup, configuration, deployment and daily administration of Internal Tools infrastructure running in AWS.
- Use tools like Git, Terraform and Chef to control, configure and deploy infrastructure as code.
- Monitor Internal Tools infrastructure and services using Splunk Enterprise, DataDog, Statuspage.io and OpsGenie.
- Create and update all Internal Tools documentation in Confluence.
- Resolve Jira Service Desk Requests from Application, Account, Project Management and Development teams.

Key Achievements:
- Spearheaded the research, purchase and implementation of a training program for the Internal Tools Team using courses from Splunk Education and Linux Academy.
- Designed and implemented role based access control for Splunk Enterprise.
- Implemented upgrade, backup and recovery process for Chef Production and Development infrastructure.
- Collaborated with the Network Engineering team to configure monitoring of internal Splunk Enterprise infrastructure with DataDog.
- Collaborated in the research, design and implementation of highly resilient Splunk Enterprise Architecture running in AWS.

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Sysomos Raleigh, North Carolina
AWS Systems Engineer (11/2015-07/2017)
Amazon Web Services
Internal IT

Key Responsibilities:
- Perform all tasks related to the setup, configuration, deployment, monitoring, security and daily administration of all AWS resources.
- Manage Windows (2012) and Linux (Ubuntu) AWS instances in multiple VPCs across regions in the United States, Europe and Asia.
  Automate the deployment of new instances with a combination of AWS CLI, Powershell and Windows batch scripting.
- Deploy Windows Server security patches to all AWS instances.
- Deploy and maintain SQL 2014 server instances configured with SQL database mirroring.
- Configure and maintain monitoring tools such as Splunk and PRTG for network alerts.
- Perform cross region data backup and migration tasks using windows task scheduler, AWS CLI and Amazon S3.
- Create and maintain templates for Production SQL and IIS Web server builds in AWS Cloud.
- Perform code deployments to all production Web servers using a custom version control and configuration management application and TFS.
- Setup, configure and manage Active Directory and DNS for internal corporate network and production customer environment.
- Manage security and access using OpenVPN technology.
- Maintain ESXi hosts for internal IT corporate network resources and development servers.
- Manage Cisco Networking equipment and VOIP phones for internal office network.
- Maintain SSL certificates and software licenses.
- Create and maintain documentation of the configuration and management of all IT resources.

Key Achievements:
- Implement server patch deployment process for Windows Server AWS Instances.
- Procured, installed and configured VOIP phone system for corporate office.
- Reduced AWS monthly storage cost by automating the removal of unused Production DB backup volumes using AWS CLI and Powershell (ZERO downtime).
- Install and configure network equipment for office expansion.
- Implemented MS SQL Server 2016 AlwaysOn Availability Groups proof of concept to evaluate performance enhancements to Sysomos software.
- Completed Microsoft Licensing Audit.

MetLife Cary, North Carolina
TRICARE Sr Enterprise Infrastructure Engineer (06/2014-11/2015)
Enterprise Infrastructure & Architecture Distributed
Systems Engineering

Key Responsibilities:
- Configure and maintain physical and virtual server infrastructure using Microsoft Azure, VMware and HP Blade technology.
- Provide engineering, support and administration for Microsoft Azure IAAS High Performance Computing (HPC) environment.
- Research, test and implement new technology to solve problems for the business.
- Provide third level escalation support for all incidents related to Windows Server OS.
- Coordinate monthly Windows Server patch deployment validation for the enterprise. ☐ Create and maintain all documentation for Wintel platform.

Key Achievements:
- Instrumental in the design and implementation of highly scalable High Performance Computing environment using Microsoft Azure IAAS.

- Worked closely with Microsoft's HPC Development team to test HPC automated deployment scripts using Azure and Powershell.
- Created and documented operational support model for HPC resources in Azure.
- Coordinate migration efforts for Windows 2003 EOL across the enterprise using both on premise and public cloud (Azure) as a target.
- Complete POC for WAN Acceleration at MetLife Branch/Remote offices in an effort to centralize all company data.
- Attain TRICARE certification.

EMC Center of Excellence Durham, North Carolina
Sr Lab System Engineer (11/2012-06/2014)
Service Delivery Team
Lab Operations
Key Responsibilities:
- Support research and development of client/server and SAN/storage technology hosted at the Center of Excellence.
- Manage Active Directory domain for the Center of Excellence Private Cloud.
- Administer physical and virtual heterogeneous server environment.
- Support development of custom portal for Lab as a Service (LaaS) offering.
- Define, document and upload standard operating procedures to team collaboration server.
- Resolve Support tickets escalated by global Engineering teams.
- Participate in weekend on-call rotation.
Key Achievements:
- Instrumental in the design and implementation of company-wide Lab as a Service Private Cloud offering using VMWare VCloud Director Software and Cisco server/network hardware.
- Installed, configured and managed team collaboration software (Confluence).
- Instrumental in the completion of several proof of concept projects for various Business units including BRS (Data Domain), ScaleIO, Isilon and Unified Storage Division (USD).
- Spearheaded Installation and upgrade of VCenter and VCloud Director (5.0, 5.1, 5.5).

National Institute of Environmental Health Sciences Durham, North Carolina
Systems Administrator (Contractor 05/2011-11/2012)
Datacenter Infrastructure Team 500+
servers
Key Responsibilities:
- Administer 500+ physical and virtual servers in a heterogeneous enterprise environment.
- Manage Active Directory OU for the NIEHS within the NIH.GOV domain.
- Administer Qualstar XLS tape library and Symantec NetBackup in enterprise environment.
- Define, document and upload standard operating procedures to company intranet.
- Participate in monthly patch deployment for enterprise servers.
- Provide support and resolve Remedy tickets escalated by database administrators, application developers, network administrators and desktop support team.
Key Achievements:
- Reconfigured NetBackup NDMP policies to resolve issues related to failed backups.
- Increased Qualstar XLS tape library capacity. ☐ Deploy Dell server hardware. ☐ Assisted in the restoration of critical scientific data from offsite tapes.

Campus Management Boca Raton, Florida
Hosting Systems Administrator (2009-2010)
Hosting Systems Engineer (2010-2011)
CampusNET Hosting Team 500+
Servers, 6000+ Users

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Key Responsibilities:
- ▪ Remotely configure and maintain HP C-Class server blades running Windows Server 2003/2008 (x64) using ILO and Onboard Administrator located in an offsite datacenter. ☐ Maintain VMware ESX Server environment using vSphere Client 4.0.
- ▪ Provide Active Directory administration for 6000+ users.
- ▪ Configure and manage Citrix published applications using MetaFrame Presentation Server 4.0.
- ▪ Maintain LAN/WAN communications including TCP/IP troubleshooting and diagnostics.
- ▪ Perform IIS administration, system performance troubleshooting and diagnostics.
- ▪ Perform database administration tasks in a Microsoft SQL 2005 clustered environment containing 200+ client databases.
- ▪ Provide accurate and timely documentation of work progress and resolution within trouble ticket tracking system.
- ▪ Troubleshoot all application system downs to restore production operations for the Campus Management Corporation application suite.
  Coordinate with customers to perform Campus Management software installation and upgrades to hosted environments.
- ▪ Routinely plan and implement the deployment of new customer infrastructure including servers, databases, applications and access.
- ▪ Serve as a point of escalation for issues that Hosting System Administrators are unable to resolve.
- ▪ Participate in 24/7 on-call rotation.

Key Achievements:
- ▪ Assisted in the migration of client servers, applications and databases to an offsite datacenter.
- ▪ Work extensively with development and integrations teams on client implementation projects.
- ▪ Maintain high availability of hosted applications and services.
- ▪ Spearheaded the training program for offshore CampusNet resources in Bangalore India to achieve 24/7 Global Coverage.

LexisNexis (ChoicePoint) Boca Raton, Florida
Operations Engineer (2008-2009)
LexisNexis Risk & Information Analytics 2nd
shift Datacenter 800+ Servers
Key Responsibilities:
- ▪ Monitor the performance of database, storage and servers for the operation of Lexis Publishing enterprise systems and product offerings.
- ▪ Make adjustments to resources to resolve problems with application performance.
- ▪ Respond to system management alerts to handle system/operation exceptions across multiple operating environments (Windows/Linux).
- ▪ Ensure timely delivery of services and problem recovery.
- ▪ Assist in daily support of the systems/products assigned, through early detection and pursuit of changes in system response or operation.
- ▪ Work closely with support groups to refine system monitoring and reporting, and to assist them in their analysis and problem recovery.
- ▪ Log, coordinate and communicate problems using standard problem management and escalation procedures.
- ▪ Initiate failover of products and services to redundant Datacenter in Alpharetta Georgia during times of system maintenance or when a severity 1 incident has been identified.
- ▪ Provide accurate and timely documentation of work progress and resolution within trouble ticket tracking system.

Key Achievements:
- ▪ Maintain high availability of products and services for customers.

Landis+Gyr (Cellnet+Hunt, Cellnet Technology) Alpharetta, Georgia
IT Specialist/Systems Administrator (2007-2008)
Datacenter, 1000+ users, 20+ locations

Key Responsibilities:

- Primary responsibility is to ensure the operation and security of all network infrastructure including servers, desktop systems and BlackBerry devices.
- Manage Microsoft Exchange and Blackberry Enterprise Server.
- Support and coordinate all corporate Server systems, applications and operating systems, including upgrades to hardware & software as required.
- Create and maintain all Desktop, Laptop and Server images using Symantec Ghost.
- Perform advanced troubleshooting for network/server hardware and software problems.
- Implement and administer web and database server applications, as well as service packs, patch management systems, storage systems, and related server technology.
- Design and maintain documentation and standards for efficient and consistent service delivery.
- Provide afterhours support for planned maintenance.
- Perform upgrades to hardware and software during non-business hours and perform 24/7 on-call emergency support service.
- Provide accurate and timely documentation of work progress and resolution within trouble ticket tracking system.

Key Achievements:

- Instrumental in the planning and implementation of a companywide domain integration project.
- Spearheaded the development and implementation of procedures for creating Ghost images of new Client/Server systems.

Rocket IT Co. Lawrenceville, Georgia
Support Engineer (2006-2007)
81 servers, 600+ users, 30+ locations

Key Responsibilities:

- Serve as the first point of contact to ensure accurate and timely technology support and problem resolution to external customers.
- Provide remote and onsite administration for customers throughout the Southeast United States.
- Provide administration and support for Microsoft Exchange and Blackberry Enterprise Server.
- Interacting and consulting with clients to manage client satisfaction.
- Provide guidance, assistance, and follow-up on client inquiries.
- Accountable for managing procurement, installation, and maintenance activities for hardware/software equipment.
- Install, configure, and support the LAN/ WAN devices and Servers.
- Direct hands on experience configuring SonicWALL, Netgear, Linksys, Dell, HP, BlackBerry and Compaq devices.
- Manage server farm ensuring optimal operations, as well as data protection and backup procedures.
- Documented standard operating procedures and policies for system installation and configuration.
- Manage multiple projects of varying scopes simultaneously while adhering to projected budgetary and deadline constraints.
- Accountable for procurement, installation, and maintenance activities for hardware/software equipment while maintaining proper licensing and support models.
- Provide accurate and timely documentation of work progress and resolution within trouble ticket tracking system.

Key Achievements:

- Instrumental in several office relocation and server migration projects.

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  - ▪ Implement Help Desk system by providing customers with a single point of contact for business critical emergencies.

The Department of Health and Mental Hygiene, New York, New York
Management of Information Systems (Co-op Seasonal 2002-2005)
Key Responsibilities:
- ▪ Ensured optimal operations regarding, client computers on a Novell network.
- ▪ Accountable for managing procurement, installation, and maintenance activities for hardware/software equipment.
- ▪ Create training documents to assist staff with the operation of new PC software.
- ▪ Interact extensively with users to ensure timely resolution of hardware/software issues.

Key Achievements:
- ▪ Spearheaded the procurement, configuration, and deployment of Dell and Acer equipment used by mobile food inspectors.
- ▪ Spearheaded implementation of a major department software application upgrade used to access digital copies of food inspection reports.

EDUCATION AND CREDENTIALS

Bachelor of Science in Computer Science (08/2005)
Major in Computer Science
Wentworth Institute of Technology, Boston, Massachusetts
ITIL 2011, MCSA, EMC Proven Professional, VCA-DCV (5.5), VCP-DCV (5.5), CCNA (Not Current)
AWS Certified SysOps Administrator – Associate, AWS Certified Developer – Associate,
AWS Certified Solutions Architect – Associate

TECHNICAL PROFICIENCIES

Platform: *Windows 2000/2003/2008/2012/2016 Server, Exchange 2000/2003/2007 Server, Novell GroupWise 6.5, Windows 95/98/NT/2000/XP/Vista/7/8,10, Unix, Linux.*

Tools: *C, C++, Powershell, Java, SQL, PHP, HTML, XML, SonicWALL Enterprise Manager, Apache Webserver, Active Directory, Exchange, Terminal Server, IIS, Sharepoint, HP OpenView, HP Mercury SiteScope, Dell OpenManage, Microsoft Office Suite, VPN, Cisco Global Site Selector (GSS), Cisco IOS, Veritas Backup Exec, Visio, WordPerfect, VNC, PC Anywhere, Telnet, Kaseya, Remedy, SharePoint Server, ConnectWise, Trend Micro, Symantec Ghost, MASM, Macromedia Studio MX, Connected Data Protection, Clear Case, Clear Quest, Bash, Citrix, VMWARE, SQL Management Studio, Jira, Confluence, TeamCity, SonarQube, Artifactory, GitHub Enterprise, Splunk, Slack, Chef Server, DataDog, OpsGenie, StautsPage.io, PRTG, Okta, 8X8.*

Hardware: *Dell, HP and Cisco.*

aws ✓ CERTIFIED

Derrick Reid

has successfully completed the AWS Certification
requirements and has achieved their:

AWS Certified SysOps Administrator - Associate

Issue Date
May 05, 2017

Expiration Date
May 05, 2019

Maureen Lonergan
Director, Training and Certification

Validation Number XPGHMPVC1J4EQG59
Validate at: http://aws.amazon.com/verification

aws ✓ CERTIFIED

Derrick Reid

has successfully completed the AWS Certification
requirements and has achieved their:

AWS Certified Developer - Associate

Issue Date
November 22, 2017

Expiration Date
November 22, 2019

Maureen Lonergan

Maureen Lonergan
Director, Training and Certification

Validation Number 6PE493WCK1B1Q7SN
Validate at: http://aws.amazon.com/verification

aws ✓ CERTIFIED

Derrick Reid

has successfully completed the AWS Certification
requirements and has achieved their:

AWS Certified Solutions Architect - Associate

Issue Date
August 12, 2018

Expiration Date
August 12, 2020

Maureen Lonergan
Director, Training and Certification

Validation Number PLHJQN7K1JRE1R5N
Validate at: http://aws.amazon.com/verification

splunk> UNIVERSITY

CERTIFICATE OF COMPLETION

TO CERTIFY THAT

Derrick Reid

HAS SUCCESSFULLY COMPLETED:

Splunk Enterprise 6.6 System Administration - Dedicated Virtual

DATE:

INSTRUCTOR:

12 December 2017

Marc St. Martin