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Eric K. Post --

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Summary

Automation developer, system engineer, administrator and team leader with a decade of IT experience. My signature in all things: automate, automating, and automation.

Key Projects

- Reduced technical debt and tickets by automating all critical Help Desk functions. This includes: user creation, asset management and PC imaging along with all software reporting, deployment and patching. Built alert and reporting systems for the monitoring of both network and node health. Problems would trigger alerts, which in turn, trigger solutions.

- Saved company time and money by reorganizing internal IT access rights by enacting the Principles of Least Privilege (PoLP) for all of the IT staff. Audited and configured our Domain Controller to match the agreed security specifications. Rewrote all internal IT documentation and procedures with low skilled employees in mind. This allowed entry level IT staff the ability to safely administer user accounts and applications without advanced Windows Server knowledge.

- Lead engineer for the Google Apps to Office 365 migration project that included constant communication with company VPs, outside vendors, and Microsoft consultants. I tested feasibility, researched and implement solutions to achieve the project goals. The project itself was finished in half the time in spite of being short-staffed due to my rigorous testing, skills with automation, user communication along with continuous collaboration with my team and outside resources.

- Project lead on a major project to outfit all our satellite offices nationwide with WiFi options including an internal corporate connection, a guest connection and an employee outside connection. My team and I collaborated with vendors in the planning and configuration of the back-end stack (Panorama, Aruba, Clearpass). I handled the user facing side of the project entirely myself. This included rigorous testing, all the user communications (announcements, how-to guides, gathering feedback), creating the GPOs, packaging and automating the deploying of the supplemental software.

Experience

DevOps Engineer Training (4/14/2015 – present) - at **Walnut Creek, CA**

- Thorough understanding of GitHub and the basics of front end (HTML, CSS, JavaScript, jQuery, ReactJS) and back end (Ruby and Ruby on Rails, Serverless Framework for AWS) web development.
- Built the portfolio.ekpost.net web app to serve as my recent portfolio platform. It's a serverless website hosted on AWS, uses ReactJS as its front end and relies heavily on CodePipeline for deployment. Utilizes the following AWS services; IAM, Route53, S3, CloudFront, CodeBuild, CodePipeline and Lambda.
- Built the eric-post.ddns.net web app serves as my previous blog/portfolio platform. Built several Ansible playbooks including one that provisions the Ruby environment for my blog app. I then use Capistrano to deploy the app itself to the web server.
- Understanding of DevOps philosophies like The Twelve Factors, AGILE, SCRUM, Test driven development and Infrastructure as code.

Desktop Support Engineer (1/3/2017 – 4/14/2017) with **AEI Consultants** at **Walnut Creek, CA**

- Responsible for the overall performance of the Helpdesk and reported directly to the IT Director. This includes some managerial tasks, like taking point in the hiring process for new Helpdesk employees (interviewing, onboarding and training) as well as creating the training material and improving procedures as needed.
- All the critical functions of the Help Desk or user facing side of IT had been largely automated by myself at this point. This includes user creation, asset management and imaging along with software deployment and patching.
- Reorganized internal IT access rights by enacting the Principles of Least Privilege (PoLP) for all IT staff. Audited and configured our Domain Controller to match the agreed security specifications.
- Took point on a major project to outfit all our satellite offices nationwide with WiFi options including an internal corporate connection, a guest connection and a employee outside connection. My team and I collaborated with vendors in the planning and configuration of the back end stack (Panorama, Aruba, Clearpass). I personally handled the user facing side of the project entirely myself. This included rigorous testing, all the user communications (announcements, how-to guides, gathering feedback), creating the GPOs, packaging and deploying the supplemental software.

Desktop Support Analyst (10/14/2015 – 1/2/2017) with **AEI Consultants** at **Walnut Creek, CA**

- Became the lead engineer for the Google Apps to Office 365 migration project that included company VPs, outside vendors and consultants. My duties were to test feasibility, research and implement solutions to achieve the project goals. The project itself was finished in half the time with a short staffed due to my rigorous testing, skills

with automation, user communication along with continuous collaboration with my team and outside resources.

- Became the lead Office 365 Administrator.
- Revamped configuration and policy management for IT and its processes.
- Reduced technical debt and Helpdesk tickets through research and self education. I built and implementing three major systems into productions that massively streamlined our procedures.
  - A network monitoring system (Nagios) to help alert us so we can quickly identify and preemptively troubleshoot network circuit issues to our many offices across the United States.
  - A self managing imaging solution (MDT) for automated asset deployment.
  - A fully automated application deployment system (PDQ) that includes applications updates, Windows patching, inventory and asset reporting.
- Learned PowerShell and used it to add features and tools for our team to use in order to better support our users. Examples below.
  - Automation of our Active Directory and Office 365 user account creation process.
  - Adding the automatic application update feature to our imaging system's repository. Rendering all maintenance automated.
  - Reporting back to me the health of various systems via email alerts or webpage generation.
- Emphasis on documentation and backups. My team is always able to quickly troubleshoot, reinstate or rebuild anything based off my documentation alone.
- Built and moderated internal collaboration tools like our Wiki and KanBan board to keep us all on the same page.

IT Coordinator *(04/02/2015 – 10/14/2016)* with **AEI Consultants** at **Walnut Creek, CA**
- User onboarding and termination, Google Apps/Exchange administration, hardware asset management and deployment, NEC PBX management and configuration along with solving Helpdesk tickets.

*IT Support Specialist 1 (*2013 – 2015) with **Bank of the West** at **San Ramon, CA**
- Reduced call volume from all Bank of the West locations by solving level 1, level 2 and ATM tickets.
- Trained new employees.