Errol A. Sancaktar

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SKILLS

Cloud Technologies: Google Cloud, Amazon AWS
Infrastructure as Code: Ansible, Teraform, ArgoCD
Languages: Python, Go, C/C++, Bash
Platforms: AWS, GCP, Docker, Kubernetes, CI/CD
Tools: VIM, GIT
OS: Linux, FreeBSD, MacOS, Microsoft

EXPERIENCE

Infrastructure Cloud Consultant
Google   Sep 2021 - Present

- Work with customer technical leads, architects, customer managers, and partners to plan and deliver successful implementations of cloud infrastructure projects. Be a trusted advisor to decision makers throughout the engagement.
- Work with internal specialists, product, and engineering teams to package best practices and lessons learned into thought leadership, methodologies, and published assets.
- Interact with sales, partners, and customer technical stakeholders to manage project scope, priorities, deliverables, risks/issues, and timelines for successful customer outcomes.
- Advocate for customer needs in order to overcome adoption blockers and drive feature development.
- Design solution architectures and manage the deployment of cloud based, distributed, and virtualized infrastructure solutions according to complex customer requirements and implementation best practices.
- Development and implementation of offline cloud technologies, incorporating cloud methodologies with secure, offline data center hardware.

Technical Account Manager
Amazon Web Services   Mar 2019 - Sep 2021

- Helped to craft and execute strategies to drive customers' adoption and use of AWS services.
- Represented AWS within a customer's environment, and drove discussions with senior leadership regarding incidents, trade-offs, support, and risk management.
- Acted as a voice for customers' business and architectural needs within AWS.
- Assisted in resolving large-scale and business-critical issues by connecting my customers with internal experts and service teams.
- Worked with my customers to develop strategic long-term plans while simplifying their architecture.
- Collaborated with sales, partners, and customer technical stakeholders to manage project scope, priorities, deliverables, risks/issues, and timelines for successful customer outcomes.

IT/Cloud Manager
ECS Tuning   Jul 2017 - Mar 2019

- Responsible for all infrastructure both on-premise and in AWS including Networking and VoIP.
- Managed systems staff including DBA's, User Support, and Systems Administrators.
- Implemented multiple open-source technologies for networking and servers.
- Created standardized desktop management, including windows imaging procedures.
- Upgraded building wifi from legacy system to Meraki cloud-controlled APs.
- Improved and maintained a custom in-house Warehouse Management System including wireless devices, pick and pack stations, as well as inventory systems/devices.
- Negotiated beneficial rates for telephony and internet at ECS home office as well as remote sites.
- Established standardized digital signage solutions for employee engagement and knowledge transfer.
- Implemented native AWS tools to allow our customer-facing websites to scale with demand more easily.

Director, Infrastructure Engineering

Kent State University   Oct 2016 - Jul 2017

- Responsible for the creation of Information Services "Concierge", which acted as the first-line contact for all enterprise service requests. This involved services like virtual machine creation up to full network and systems integrations for our power plant operations software.
- Implemented Red Hat Cloudforms and Ansible Tower in conjunction with our Concierge process. This will allow our end-users to utilize our service catalog to request cloud resources such as RDS and EC2 without the need to understand the AWS environment.
- Planned and wrote RFP for the upgrade of our IBM Spectrum Protect backup and disaster recovery environment. This is a multi-year implementation involving the replacement of our current quantum system both on-premise and at our backup data center.
- Created a cloud team to focus on our growing presence in AWS and other SaaS applications. Built team from both the server group and client services to support all aspects of cloud architecture.
- Managed staff of 17 full-time IT staff including 2 managers.

Manager, Information Services

Kent State University   Jun 2016 - Oct 2016

- Worked directly for Kent State CIO, began planning of our division-wide restructuring. This involved combining our server team with our client services teams into a new department which I headed called Infrastructure Engineering.
- Responsible for researching and planning and maintaining our ongoing division cloud strategy.

Information Services Team Leader, College of Arts and Sciences

Kent State University   Apr 2015 - Jun 2016

- Planned and implemented the first of its kind Virtual Desktop Infrastructure (VDI) for the college. This involved utilizing Nutanix hyper-converged server infrastructure as well as thin clients for end-users in a scale-up state-of-the-art learning center. It has successfully assisted over 300 students to complete their coursework in the designed collaborative process.
- Integration of Single Sign-On across Linux, Windows, and Apple platforms through custom-written scripts and configurations. This has allowed many of the highly specialized scientific systems to integrate with other services available on-premise.
- Management of multiple computational clusters totaling 100+ nodes ranging from traditional computation to Beowulf design clusters.
- Migration of physical servers to VMWare Vcenter environment now totaling 120 Virtual Machines
- Managed staff of 12 full-time IT staff and 10 part-time student employees.

IT Manager, College of Arts and Sciences

Kent State University   Jun 2013 - Apr 2015

- Implemented four-node VMware vCenter environment for college and migrated virtual machines. This allowed the decommissioning of 35 physical servers.
- Created additional 90 servers on this vCenter environment, maintaining ongoing support and updates.
- Developed many scripts to automate user permissions, file share creation, active directory user, and computer group management. This allowed for savings of approximately ¼ FTE.
- Managed two full-time IT staff and 8 part-time student employees.

EDUCATION

Bachelor of Arts
Kent State University   2008

Google Professional Cloud Architect
                                                                                          2021

AWS Certified Solutions Architect
                                                                                          2018

Red Hat Certified Systems Administrator
                                                                                          2014

CompTIA A+ Certification
                                                                                          2008

REFERENCES

Will Weber
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