



# Griffin Head

St Louis, Missouri, United States

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## Summary

- As a Solutions Architect, I bring nearly 2 years of expertise in leveraging vRealize Automate to design and deploy over 300 virtual servers in 2023
- Served as the primary liaison between cross-functional teams, facilitating seamless communication and collaboration, while proactively identifying and resolving compliance defects in Chef-managed servers
- Utilized Agile methodology to efficiently manage and complete user Stories within Jira, while employing a Kanban board to visualize workflow and track progress

## Experience



### Solutions Architect

c1Advantage

Feb 2022 - Present (1 year 8 months)

- Contributed to the successful deployment of on-premises private cloud architecture solutions
- Designed and developed customized reports within ServiceNow to efficiently manage my ticket queue and monitor action items related to the new server infrastructure request queue.
- Collaborated with application teams to assess and establish optimal network placement for their servers



### Technical Support Engineer

c1secure

Jun 2021 - Mar 2022 (10 months)

- Provided technical support to Zoom for Government users by promptly addressing their inquiries and concerns via phone calls and tickets in ServiceNow



### Web Developer

Southern Illinois University

Oct 2019 - May 2021 (1 year 8 months)

- Led the successful migration of the housing department's website from Ruby on Rails version 4 to 5, utilizing GitHub for efficient version control, code management, and seamless updates

## Education



### Southern Illinois University, Carbondale

Information Technology, N/A

2017 - 2021

- As an active member of the Security Dawgs, SIU's cybersecurity competition club, I competed in the National Cyber League (NCL) and achieved remarkable results, placing in the top 23% overall and ranking in the top 6% within my bracket
- Completed a senior project involving the installation of ESXi on a physical server, creation of an enterprise-grade network architecture, and deployment of ten virtual machines replicating the network

topology of the 2019 Midwest Region Collegiate Cyber Defense Competition (CCDC) and configured Splunk forwarders on all ten of the machines

## Licenses & Certifications



### **Splunk Core Certified User - Splunk**

Issued Nov 2020 - Expires Nov 2023

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## Skills

vRealize Automation • Splunk Core Certified User • ServiceNow • Linux • Amazon Web Services (AWS) • Private Clouds • Infrastructure as a Service (IaaS) • Ruby