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| Joseph Reis | [reis.joseph.m@gmail.com](mailto:reis.joseph.m@gmail.com) • 949-836-0989  [LinkedIn](https://www.linkedin.com/in/reisjoe/) • [GitHub](https://josephreis.github.io/) • Corona, CA |

**Seasoned and technically sophisticated IT professional with extensive experience in leading complex application support, system administration, and cloud engineering projects.**

* Highly skilled in optimizing infrastructure performance, scalability, and security within dynamic environments, with proficiency in AWS, Azure, and container orchestration platforms such as Docker, Kubernetes, and OpenShift.
* Adept at automating deployment pipelines, significantly reducing operational inefficiencies, and enhancing system uptime through advanced troubleshooting and root cause analysis.
* Experienced in driving cloud transformation initiatives and leveraging a deep understanding of cloud infrastructure to guide enterprise migrations and implementations.
* Proven leadership in collaborating with cross-functional teams to deliver scalable and secure infrastructure solutions while managing large-scale, complex IT environments.
* Strong communicator with a history of mentoring teams and spearheading training initiatives to build internal expertise and increase operational effectiveness.

## Areas of Expertise

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| * IT Infrastructure Management * Site Reliability Engineering (SRE) * Incident Response & Remediation * Cloud Migration & Optimization * Automation Frameworks * Continuous Integration & Delivery | * IT Operations Management * System Optimization & Scaling * CI/CD Pipeline Management * DevOps Practices & Automation * Vulnerability Management & Detection * Database Management & Optimization | * Team Leadership & Training * Networking Protocols * Security & Compliance * Application Support Engineering * Business Continuity Planning * Systems Integration & Architecture |

## Professional Experience

Santander Consumer USA – Irvine, CA 04/2020 – 10/2024

Lead Application Support Engineer – Officer Title: Assistant Vice President

Strategically led cross-functional teams in enhancing application scalability and deployment for Santander Consumer USA. Developed proof-of-concept container environments utilizing Docker, OpenShift, and Kubernetes. Guided automation and SRE practices to bolster efficiency in deployment and operations. Spearheaded efforts in Qualys vulnerability scanning and remediation, while collaborating with teams to secure systems within SLA parameters. Automated deployments, Splunk alerts, and maintenance tasks using scripting languages. Documented resolutions and best practices to enhance team knowledge and support training initiatives. Facilitated SCRUM meetings and reviewed all changes requiring my approval during Change Advisory Board meetings.

*Key Contributions:*

* Achieved instant recovery times by enhancing load balancing redundancies, disaster recovery, and backup strategies.
* Improved system performance by 20% by conducting capacity planning and performance tuning.
* Reduced deployment time by 30% through the development and maintenance of CI/CD pipelines.
* Advanced automation efforts, cutting deployment times and minimizing configuration errors by 25% with Terraform.
* Increased infrastructure scalability and reduced costs by 40% through implementation of containerized environments.
* Offered on-call assistance, diagnosed production incidents, and conducted root cause analysis using Splunk and Dynatrace to resolve application issues and enhance performance in multiple settings.

XTechNews.com – Irvine, CA 01/2017 – 04/2024

Founder & CEO

Founded a dynamic technology news platform XTechNews.com to provide cutting-edge and reliable content to tech enthusiasts. Produced engaging high-quality content on technology, science, and innovation to keep readers informed. Collaborated with industry professionals to offer valuable insights and reviews on various tech topics. Created an interactive community on XTechNews.com for readers to share views and stay informed through expert-led content. Managed a team of writers, SEO experts, and Engineers as the CEO of Codolabs, LLC.

*Key Contributions:*

* Invited as a contributing author to Entrepreneur Magazine and member of their Entrepreneur leadership network.
* Published in three Magazines and featured in three conferences where I appeared as a keynote speaker.
* Grew XTechNews.com into a leading global tech blog through development and scaling efforts.
* Stayed abreast of industry trends to provide comprehensive coverage of relevant topics in the fast-paced tech world.
* Honed skills in content strategy, audience engagement, digital marketing, and industry analysis through platform building.

Collabera Inc. on Project at Santander Consumer USA – Irvine, CA 10/2019 – 04/2020

Application Support Engineer

Administered comprehensive support for business-critical applications with keen focus on ensuring uninterrupted availability while swiftly resolving system outages and performance issues. Automated various repetitive tasks, including deployments and server maintenance by utilizing Azure DevOps and PowerShell scripts. Deployed automated monitoring systems with Splunk to proactively detect potential issues and enhance system stability. Conducted thorough Root Cause Analyses to effectively address major incidents and stabilize crucial application systems.

*Key Contributions:*

* Innovated systems architecture and refined operational processes to elevate development workflows.
* Developed real-time monitoring dashboards utilizing Splunk to visualize key system metrics, significantly reducing incident response time by 40%.
* Conceived and Maintained Splunk-based monitoring systems to ensure real-time health metrics and efficient log management.
* Led incident management processes and post-mortems that significantly enhanced application uptime through root cause analysis and proactive monitoring, reducing critical recurring incidents and boosting reliability.
* Spearheaded incident management procedures and post-incident reviews to improve application uptime by conducting root cause analysis and implementing proactive monitoring.
* Decreased critical recurring incidents and increased reliability through the enhancement of incident management processes and post-mortems.
* Automated deployment pipelines across various environments, resulting in quicker market releases for new features.

Newmark Knight Frank – Irvine, CA 11/2017 – 10/2019

Systems Engineer

Configured and maintained Active Directory, Group Policy, and Exchange to ensure secure and efficient management of users and permissions for over 4,300 employees. Implemented robust security protocols and compliance measures, such as firewalls, SSL/TLS encryption, and multi-factor authentication. Automated server maintenance, patching, and employee offboarding processes with PowerShell. Collaborated with IT executives to create strategies enhancing organizational benefit.

*Key Contributions:*

* Pioneered automated system provisioning and patch management, cutting server deployment time significantly.
* Produced numerous scripts in production environments, drove time savings, and improved audit capabilities.
* Provided end-user support and troubleshooting to ensure swift resolution of technical issues.
* Trained new IT employees on procedures and protocols to ensure compliance with standards.
* Recognized as "the master scripter," enhancing departmental efficiency and effectiveness.

Techspace – Aliso Viejo, CA 03/2016 – 12/2016

Systems Administrator

Drove seamless operations of the Techspace data center, while managing diverse company infrastructures with a focus on high availability, security, and efficiency. Ensured optimal performance of Windows Server and Linux environments across a large-scale infrastructure. Oversaw virtualization environments using VMware vSphere and Hyper-V, significantly improving server utilization. Constructed a comprehensive knowledge base solution to streamline IT documentation and processes.

*Key Contributions:*

* Boosted server utilization by 30% through effective management of over 1,800 virtual machines.
* Achieved 99.9% uptime by proactively monitoring system health using SolarWinds.
* Enhanced operational efficiency by 30% with automation of routine tasks using PowerShell scripts.
* Implemented security and compliance measures, utilizing anti-spam, anti-virus, and encryption solutions.
* Established automated server routines to optimize system performance and mitigate risks with audits and training materials.

Outsource Technical on Project at Irvine Company – Irvine, CA 11/2014 – 01/2016

Technology Support Specialist III

Delivered tier 2 and tier 3 technical support for employees. Resolved hardware, software, and networking challenges. Configured and maintained Cisco IP phones, softphones, and video endpoints to ensure seamless communication enterprise-wide. Used Active Directory for account management, including creation, password resets, and permissions. Configured VPNs, Wi-Fi, and wired networks to ensure proper connectivity for end-users.

*Key Contributions:*

* Achieved a user satisfaction rating of 4.9 out of 5.0, surpassing the average by 14% through expert troubleshooting and support.
* Closed 98% of complex tickets on the first call resolution, minimizing the need for escalations.
* Managed Cisco Unified Communications Manager environments, while supporting over 5,000 users across multiple sites.

## Additional Experience

Sr. Systems Support Engineer / Tier III | Outsource Technical on Project at Mechanicsbank – Irvine, CA

Systems Administrator | University of Massachusetts Amherst – Amherst, MA

## Education

Bachelor of Science in Mathematics | University of Massachusetts – Amherst, MA

Associate of Science in Liberal, Art Studies | Massasoit Community College – Brockton, MA

Master Certificate in PC and Networking Design with Security | Clark University – Worcester, MA

## Certifications

AWS Certified Cloud Practitioner | Mar 02, 2023 Expiration Date: Mar 02, 2026 Validation Number: HBQYPQ22ZMBE11GL

## Professional Development

AWS Certified Cloud / HashiCorp Terraform / DevOps Foundations / Azure DevOps / OpenShift / Puppet (DevOps)

Inclusive Leadership Training: Becoming a Successful Leader / Hiring an Employee for Managers

Content Creator & Blog Owner

Founded and managed a blog, overseeing content strategy, article creation, and a team of contributors.

Authored an eBook. Delivered keynote speeches at industry conferences.

## Technical Proficiencies

Automation & Scripting (Ansible, Bash, PowerShell, Terraform)

CI/CD Pipeline Management (Azure DevOps, Jenkins, OpenShift)

Cloud Infrastructure (AWS [EC2, S3, Lambda], Azure)

Containerization & Orchestration (Docker, Kubernetes, OpenShift)

Incident Management Tools (Dynatrace, Jira, Microsoft Dynamics CRM, PagerDuty, ServiceNow, Splunk, Solarwinds)

Networking (TCP/IP, DNS, VPN, Load Balancing)

System Administration (Active Directory, Exchange, Group Policy, SCCM)

System Monitoring (Dynatrace, Splunk, SolarWinds)

Virtualization (Hyper-V, VMware)

Vulnerability Management, Detection, and Response (Qualys)

Windows / Linux Server Administration (All Windows Server Versions, Red Hat, Ubuntu)

## Awards

Outstanding Leadership Award Issued by Internet 2.0 International Conference in Dubai UAE

Top 100 Tech Innovators & Influencers Award Issued by Intercon Tech Conference in Las Vegas