

# NICHOLAS KANE LEWIS

Denver CO

nicholaskanelewis@gmail.com



## DEVOPS ENGINEER ✦ PROJECT MANAGER ✦ SITE RELIABILITY CI/CD ✦ System Design ✦ Process Improvements

Dynamic, detail-oriented Information Technology Professional highly regarded for developing and deploying complex infrastructures and technical solutions for industry leaders, including FireEye, RE/MAX, and DoD for over 20 years. Proficient in determining system requirements and resolving technical issues quickly, with a proven track record of enhancing the customer experience through understanding, specialized support, and acute product and service knowledge. Skilled in providing effective leadership in fast-paced, deadline-driven environments. Outstanding presentation and communication skills, understanding business requirements to cross-collaborate and increase profits. Scars that only come from 20 years in IT ;)

### SELECTED HIGHLIGHTS

- Founded and expanded development environment and continuous integration cycle from development to quality assurance to production as a DevOps Engineer at Booj.
- Evaluated the DevOps Maturity of several Fortune 500 companies for Trace3 as well as devised theoretical ultimate DevOps Goals.
- Provided hands-on server administration, hardware acquisition, installation, capacity planning and troubleshooting for development-related issues.
- Collaborated on a team at FireEye/Mandiant that maintained production systems providing services, including processing network packet captures, analysis of malware, proxy connections to appliances at customer sites, remote management of appliances on compromised networks, and database and website services.
- Built and maintained a development environment that provided self-service provisioning of virtual machines by developers, QA, and auditors for full end-to-end testing and QA of production deployments.

### CORE COMPETENCIES

Architecture	Cloud Migration	Project Management
Network Security	System Backup/Recovery	Agile
System Maintenance	Scaling	CI/CD
Virtualization	Project Design	Deployment

### PROFESSIONAL EXPERIENCE

#### Booj / RE/MAX ✦ Denver, CO ✦ 6/2018 – Present DevOps Engineer

- Hired as first DevOps within a 12 year old organization and tasked with the development of their first CI/CD pipelines for the new microservices their current monolithic application would be broken into and the design of supporting Cloud infrastructure in an Agile environment.
- Moved PHP/Laravel and Node.Js codebase to GitLab.com and used it's pipeline features to deploy to Kubernetes using custom gitlab-ci, helm charts, and several tweaks to the use of herokuish.
- Deployed and managed AWS EKS & Nodes and all other infrastructure needs like RDS, SES, SQS, Lambda, SNS, and Secrets Management in segregated environments (dev, qa, uat, prod) using Terraform 0.12.
- Deployed GitLab Runners, Nginx Ingress, Fluentd, Prometheus/Thanos, CRDs, and Rancher within EKS.
- Assisted development teams with application design, devops concepts, testing, training, and troubleshooting.
- Taught company wide training classes for 3 months on DevOps concepts and Dockerization.
- Operating Systems: Amazon Linux, Ubuntu, Alpine
- Software Apps/Tools: Agile, Jira, Laravel, Node.Js, GitLab CI/CD, Sonarqube, Kubernetes, Docker, AWS, Terraform, Prometheus

**Kane & Associates LLC ♦ Denver, CO ♦ 1/2017 – Present**  
**Owner/Operator**

- Business and Process Consultancy, Cryptocurrency Investments, Software Development.
- Manage investor relationships.
- Consult with small businesses on ways to most effectively make use of Cloud Resources. Cloud Migrations. Scaling. Dockerize Applications for Kubernetes Deployment.
- Manage 50+ VMs in Gcloud running masternode and full node instances of various cryptocurrencies as well as a 100+ GPU 10+ asic mining farm.
- Coin & Wallet software development on independent and Ethereum blockchains
- Operating Systems: Centos, Ubuntu, Fedora, EthOS
- Software Apps/Tools: Golang, Docker, Git, [GcloudCP](#)

**Apex ♦ Denver, CO ♦ 12/2017 – 2/2018**  
**DevOps Engineer, Charter**

- Supported Software Development on the CloudDVR project.
- Assisted developers with Dockerizing applications.
- Created Jenkins Pipelines for testing and deploying java applications as war files.
- Operating Systems: Centos, RHEL, Fedora
- Software Apps/Tools: Chef, Jenkins, Docker, Kubernetes, ServiceNow, XLDeploy, Git

**Trace3 ♦ Denver, CO ♦ 6/2017 – 12/2017**  
**DevOps Consultant**

- Supported Sales engagements by acting as a DevOps SME.
- Performed DevOps organization assessments in search of areas of opportunity. These assessments covered the organizations use of DevOps best practices and the culture within the software development organization.
- Completed training in Chef, Electric Cloud, Jenkins, and Kubernetes in preparation for sales engagements.
- Wrote Chef cookbooks, Puppet code, built CI/CD pipelines, and set up open source/vendor solutions with our Professional Services and Service Delivery teams.
- Operating Systems: Centos, RHEL, Fedora
- Software Apps/Tools: Chef, Jenkins, Docker, Kubernetes, ServiceNow, XLDeploy, Git

**TekSystems ♦ Denver, CO ♦ 6/2016 – 6/2017**  
**DevOps Engineer, Comcast**

- Maintained and expanded development environment and continuous integration cycle from development to quality assurance (QA) to production.
- Developed technical solutions by assembling staff, vendor and service resources to ensure technical needs are met.
- Managed Docker hosts using Puppet, Ansible, Rancher, and Jenkins. Monitored with Nagios and Prometheus.
- Provided hands-on server administration, hardware acquisition, installation, capacity planning and troubleshooting for development-related issues.
- Operating Systems: Centos, RHEL, Fedora
- Software Apps/Tools: Chef, Jenkins, Docker, ELK, Git, Postfix, Prometheus, Nagios, JAVA, GoLang, Node.js, Vagrant, Rancher, Ansible, Puppet, Terraform, Subversion, Apache, HAProxy, Nginx, OpenStack, VMWare, Python

**FireEye/Mandiant ♦ Alexandria, VA ♦ 2012 – 4/2016**  
**Systems Engineer**

- Collaborated on a team that maintained production systems providing services, including processing network packet captures, analysis of malware, proxy connections to appliances at customer sites, remote management of appliances on compromised networks, and database and website services.
- Built and maintained a development environment that provided self-service provisioning of virtual machines by developers, QA, and auditors for full end-to-end testing and QA of production deployments.
- Built and maintained data storage solution which was in production in Singapore, Germany, Japan, and Virginia.

- Setup and maintained initial configuration management using Puppet and Ansible then used Jenkins for testing and deployment
- Maintained and expanded virtual machines (OpenStack, VMWare, AWS) for use by malware analysts worldwide to monitor malicious activity in comprised environments.
- Designed and implemented a monitoring and configuration management scheme for Linux appliances in customer networks around the world. Used a distributed, tiered, redundant Nagios installation and Puppet.
- Mentored Jr. Systems Engineers and developed bootstrapping scripts to get them up and running quickly.
- Operating Systems: Centos, RHEL, Fedora, Gentoo, BSD, Windows, Ubuntu
- Software Apps/Tools: Jenkins, Docker, Git, Nagios, JAVA, Node.js, Vagrant, Ansible, Puppet, Subversion, Apache, Nginx, OpenStack, CEPH, VMWare, Xen, Python

**Mandiant ✦ Alexandria, VA ✦ 10/2011 – 2012**

**Quality Assurance Systems Engineer**

- Maintained virtualization software with four hosts and more than 200 virtual machines within AWS and VMWare environments for use in software testing, bug reproduction, and forensics to enhance quality assurance efforts.
- Built virtual servers for testing to increase testing accuracy.
- Wrote scripts to automate creation and setup of virtual machines as well as other maintenance and management tasks to increase maintenance efficiency.
- Effectively managed jobs for testing and code building automation and maintained code repository.
- Operating Systems: Centos, RHEL, Windows
- Software Apps/Tools: Jenkins, Git, Nagios, JAVA, Node.js, Subversion, Apache, VMWare, Xen, Python

**Lockheed Martin ✦ Greenbelt, MD ✦ 9/2009 – 10/2011**

**Systems Administrator, NASA Goddard Space Flight Center**

- Maintained security software for more than 14,000 users.
- Performed general system administration, including maintenance and patching on print, SQL, and file servers.
- Supported operating system clients on physical or virtual hardware with security patching, maintenance, and application support to ensure maximum system uptime.
- Created software and patching packages for deployment to increase deployment efficiency.
- Managed group policies, creating new policies when needed, and modifying and troubleshooting issues.
- Wrote and maintained scripts to effectively assist with client and server maintenance, including log capture, service monitoring, configuration changes, repairs, information gathering, and patching.
- Managed user and computer accounts, and security groups and performed IP address management.
- Authored standard operating procedures related to job function and served as an escalation point for desktop support.

**Apex ✦ Crystal City, VA ✦ 6/2009 – 9/2009**

**Systems Administrator, United States Air Force**

- Monitored and maintained servers and backup servers in an environment with more than 20,000 users and more than 100 physical servers, plus clusters and virtual servers.
- Managed the backup system, backing up 20 terabytes a week.
- Supported the onsite Helpdesk phone system, maintaining user accounts and troubleshooting system failures.
- Administered user accounts, and provided network administration, responding to trouble tickets in a timely manner.
- Provided remote management, and maintained the email server and user accounts, troubleshooting failures.

**Arete Associates ✦ Crystal City, VA ✦ 2007 – 6/2009**

**Network Administrator**

- Worked independently under an IT Manager taking duties as assigned and proactive steps to optimize the network and customer service to enhance customer satisfaction.
- Proficiently maintained servers, including the domain controller, email, file, print, and backup servers.
- Designed, set up, and implemented the backup and disaster recovery system to ensure system reliability.
- Managed antivirus and security settings on client PCs to maintain maximum system security.
- Designed and maintained the inventory system and performed audit of licensed software.
- Performed internal domain migration for the Arlington office.

- Supported the loaner laptop pool to ensure end-user technical needs were met.
- Created, tested, and implemented standard desktop images, and supported desktop functions and software.
- Designed and built custom systems to meet research and engineering needs.
- Conducted event log security audits and set up systems to comply with the National Industrial Security Program.

**Unisys ✦ Reston, VA ✦ 2004 – 2007**

**Lead Field Operations Technician, US Department of Health and Human Services: 2005 – 2007**

- Received the Unisys Bronze Award for Excellent Customer Service.
- Supervised 25 on-site technicians at more than ten locations nationwide and served as technical lead to more than 50 dispatched technicians nationwide.
- Increased end-user efficiency by providing software and hardware installation, hardware configuration and application support for more than 5,000 end users.
- Supported more than 1000 Blackberry users, including playing a key role in a 75% refresh of Blackberry equipment.
- Led support for The Health and Human Services Secretary's wireless networking solution in the office and at home.
- Managed nationwide call queue with an average of 146 incoming calls a day and an average of 148 closings a day.
- Supervised asset tracking and management, and maintained two on-site parts inventory locations with more than 600 parts and less than 0.5% loss.
- Directed projects involving up to 500 users at a time.
- Served as a member of the emergency response team and co-authored emergency response procedures.
- Participated in three emergency response exercises, one of which included rolling out more than 100 PC's, eight network printers, a domain controller, and a fileserver with a network connection to headquarters with a four-man team in less than 24 hours.
- Authored installation and break/fix guides to enhance technician operational efficiency.
- Maintained communication throughout team with conference calls and up-to-the-minute reporting.
- Completed statistical reporting on technician performance and ticket activity to aid in decision-making activities.
- Engineered image and software deployments in a timely manner.

**Support Engineer, Department of Defense: 2004 – 2005**

- Participated in Defence Financial Accounting Service's nationwide Desktop Management Interface migration, helping to devise migration and deployment strategy, and training migration and support teams.
- Retrieved user's data and settings, and re-imaged the PC to enhance end-user productivity.
- Effectively installed, configured, and supported common access control.
- Provided migration and file server setup and management, and asset tracking and management in a timely manner.
- Traveled to various sites in the US to play a key role in setting up migrations, training technicians and assisting customer information representatives.
- Authored manuals, procedures, installation guides, and break/fix restore instructions to enhance support efficiency.
- Prepared reports on service levels to be delivered via conference with regional management.

**Additional Experience:**

Department of Commerce, Washington, DC: 2004, Desktop Technician Helpdesk Level 3

Best Buy, Bowie, MD: 2004, PC Technician

K-Mart Corporation, Hyattsville, MD: 2002 – 2004, Loss Prevention Manager

A Briggs Passports & Visas, Washington, DC: 1999 – 2002, IT Specialist

<b>EDUCATION</b>
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**Bowie State University, Bowie, MD**

1997-2002 – Major Computer Technology, Minor Computer Science

<b>TECHNICAL SKILLS</b>
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<b>APPLICATIONS</b>	IPA, RunDeck, Foreman, Apache, Nginx
<b>DATABASES</b>	PostgreSQL, MySQL, Elasticsearch, Redis, DynamoDB
<b>MONITORING</b>	Prometheus/Thanos, FluentD, ELK, Nagios, Logstash, Splunk, Graphite, CloudWatch
<b>OPERATING SYSTEMS/PLATFORMS</b>	Red Hat Linux, Centos 4-8, Ubuntu 18.04, Fedora 31, Gentoo, BSD, Amazon Linux
<b>PROGRAMMING LANGUAGES</b>	Python, JAVA, C++, Perl, Ruby, GoLang
<b>SECURITY</b>	NetIQ, PfSense, Snort, Symantec System Center, Norton Antivirus Enterprise, WireShark, SonarQube
<b>VIRTUALIZATION</b>	VMWare, Docker, OpenStack, AWS, Vagrant, Kubernetes, Nomad, Openshift
<b>DEVOPS</b>	Git, Subversion, Jenkins, Rancher, Puppet, Chef, Terraform, Ansible

<b>ADDITIONAL CREDENTIALS</b>
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<b>HONORS AND AWARDS</b>	Bronze Award for Excellent Customer Service – Unisys Above and Beyond Award Q2 2014 – FireEye Operation FireAnt 12/30/13 – FireEye SingTel Success April 2015 - FireEye
<b>PROFESSIONAL DEVELOPMENT</b>	Chef Fluency Certification AWS Certified Developer Red Hat Linux Essentials 1 and 2, Red Hat eLearning: 2007 Dell Certification CompTIA A+ Powershell Certification DefCon Attendee
<b>VOLUNTEERING EXPERIENCE</b>	Jericho City of Praise YMCA Carpenter's Shelter
<b>INTERESTS</b>	Camping, Hiking, Healthy Eating, TableTop Games



**Detailed Professional References Available upon Request**

