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| **System Administrator**  **Project Manager**  **Devops Engineer**  *Installation/Configuration  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, Lockheed Martin, TekSystems and Unisys. 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.

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| **Selected Highlights**   * Maintained and expanded development environment and continuous integration cycle from development to quality assurance (QA) to production as a DevOps Engineer at Comcast. * Developed technical solutions by assembling staff, vendor and service resources to ensure technical needs were met. * 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. |

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| **Core Competencies** | | |
| * Network Design | * Network Administration | * Project Management |
| * Network Security | * System Backup/Recovery | * LAN/WAN |
| * System Maintenance | * Network Enhancement | * Troubleshooting |
| * Server/Desktop Virtualization | * Project Design | * Deployment |

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| **Professional Experience** |

**Kane & Associates LLC  Denver, CO  1/2017 – Present**

**Owner/Operator**

* Manage the roadmap of a growing cryptocurrency enterprise
* Manage investor relationships
* Pull coin project software from Github and deploy to Gcloud possibly containerizing first on average of 7-10 times a week.
* Write code in Python, Go, or plain ole BASH to streamline management and operations of all aspects of the business.
* Manage 50+ VMs in Gcloud running masternode and full node instances of various cryptocurrencies
* Manage a 20+ GPU 10+ asic mining farm
* Coin development on independent and Ethereum blockchain
* Consulting services
* Operating Systems: Centos, Ubuntu, Fedora, EthOS
* Software Apps/Tools: Golang, Docker, Git, Gcloud

**Apex  Denver, CO  12/2017 – 2/2018**

**DevOps Engineer**

* Supported Software Development on the CloudDVR project.
* Assisted in Dockerizing applications
* Created Jenkins Pipelines for Docker containers
* Operating Systems: Centos, RHEL, Fedora
* Software Apps/Tools: Chef, Jenkins, Docker, Kubernetes, ServiceNow, XLDeploy, Git

**Trace3  Denver, CO  2017 – Present**

**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.
* Complete 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 to meet the needs of our clients.
* Operating Systems: Centos, RHEL, Fedora
* Software Apps/Tools: Chef, Jenkins, Docker, Kubernetes, ServiceNow, XLDeploy, Git

**TekSystems  Denver, CO  2016 – 2017**

**DevOps Engineer, Comcast**

* Maintain and expand development environment and continuous integration cycle from development to quality assurance (QA) to production.
* Develop 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
* Provide 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 – 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.
* 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  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  2009 – 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  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 – 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.

**Department of Commerce  Washington, DC  2004**

**Desktop Technician**

* Supported 3700 end users in virus and spyware removal, password resets, new accounts and software issues.
* Created and managed user and computer accounts to ensure user satisfaction.
* Provided hardware and software support and installation, including operating system, drivers, hard drives, video cards, keyboard, video and mouse switches, router setup, registry edit/backup/repair, batch programming, and data recovery.
* Delivered Helpdesk website administration, keeping the site up to date and authoring frequently asked questions.

**Best Buy  Bowie, MD  2004**

**PC Technician**

* Provided exceptional customer service while delivering technical support, consulting, and PC repair.
* Performed virus and spyware removal, and electronics testing and repair.
* Conducted hardware and software support and installation, including operating system, drivers, hard drives, video cards, router and broadband modem setup, registry repair, batch programming, and data recovery.
* Completed general troubleshooting, providing solutions, and customer satisfaction.
* Sold computer services, PC’s, and software to increase corporate revenues.

**Additional Experience:**

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

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

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| **Education** |

**Bowie State University, Bowie, MD**

*1997-2002 – Major Computer Technology, Minor Computer Science*

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| **Technical Skills** | |
| **Applications** | IPA, RunDeck, Git, Jenkins, Puppet, Ansible, Docker, Foreman, Kibana, Terraform, Chef |
| **Communication** | VOIP, WiFi |
| **Customer Service Systems** | Remedy, HEAT, Jira, RT: Request Tracker |
| **Databases** | PostgresSQL, MySQL, Elasticsearch |
| **Email System** | Postfix, mailx, Microsoft Exchange 2007 |
| **Hardware** | Dell, Lenovo, HP/Compaq Servers as well as custom CEPH & Compute Nodes |
| **Mobile** | Blackberry, iPhone |
| **Monitoring** | Prometheus, Nagios, Logstash, Splunk, Graphite, Zenoss |
| **Networking** | LAN, VLAN, Routers, Switches, Bridges, CAT 5, Bind, DHCP, OpenVPN |
| **Operating Systems/Platforms** | Windows, Red Hat Linux, Mac OS, Centos 6+/7+, Ubuntu 14+, Fedora 25, Gentoo, BSD |
| **Programming Languages** | Visual Basic, Powershell, Python, JAVA, C++, Perl, Ruby, GoLang |
| **Security** | NetIQ, PfSense, Snort, Symantec System Center, Norton Antivirus Enterprise, WireShark |
| **Storage** | Ceph, EMC NAS, NetApp SAN, Quantum Scalar i500 Tape Library, NFS |
| **System Backup and Restore** | Bacula, Commvault 7.0, Backup Exec, Brightstor Arcserve Backup, Alteris Backup |
| **Virtualization** | VMWare, KVM, XenCenter, HyperV, Docker, OpenStack, AWS, Vagrant |
| **Web server** | IIS, Apache, Nginx |
| **DevOps** | Git, Subversion, Jenkins, Rancher, Puppet 4, Chef, ELK |

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| **Additional Credentials** | |
| **Honors and Awards** | * 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 |
| **Professional Development** | * Chef Fluency Certification * Red Hat Linux Essentials 1 and 2, Red Hat eLearning: 2007 * Dell Certification * CompTIA A+ * Powershell Certification |
| **Volunteering Experience** | * Jericho City of Praise * YMCA * Carpenter’s Shelter |
| **Interests** | Camping, Hiking, Healthy Eating, TableTop Games |

**Detailed Professional References Available upon Request**

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