Kris Brooks

CompTIA Security+ Certified IT Professional

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Summary

Cloud and Platform Engineer with experience designing, automating, and scaling enterprise systems using Azure, Terraform, ServiceNow, and Power BI. Proven track record of building data-driven platforms, automating onboarding workflows, and delivering analytics used by leadership to govern production environments. Strong application development background in React Native and Python, enabling end-to-end ownership from infrastructure to user-facing applications.

Experience

DiversiTech Solutions, LLC, Base Administrator — Warner Robins, GA — Oct 2023 – Oct 2025 — 2 years 1 month

- Led development of the e2875 Power BI analytics platform to track request volume, system onboarding, and operational KPIs used by leadership for capacity planning and platform governance.
- Built and deployed a custom ServiceNow onboarding application using App Engine Studio, implementing structured data models, validation rules, and automated workflow routing to replace manual intake processes.
- Designed and maintained 25+ ServiceNow operational and performance reports, providing real-time visibility into ticket flow, system health, and onboarding bottlenecks.
- Served as Process Owner for a mission-critical ServiceNow catalog item, managing form architecture, approval workflows, and fulfillment automation across multiple stakeholder groups.
- Scaled the platform from ~230 to ~380 systems by onboarding 150+ new applications, increasing platform adoption by approximately 65%.
- Developed SQL-based diagnostic queries to support Power BI and ServiceNow reporting, enabling faster root-cause analysis and data-driven issue resolution.

National Society of Leadership and Success, Co-It Coordinator / Publicity Chair — Macon, GA — Dec 2022 – Oct 2023 — 11 months

- Partnered with professors, student organizations, and campus departments to promote NSLS events and initiatives.
- Modernized chapters digital presence by designing updated graphics on social media resulting in a 10% increase in membership.
- Automated social media posts for weekly engagement resulting in 100% increase in efficiency.

GEICO, Insurance Sales Agent — Macon, GA — Jan 2016 – Apr 2021 — 5 years 4 months

- Researched insurance packages and investment options to establish market baselines, enhancing sales strategy and increasing overall closure to ~60%.
- Customized insurance programs for 10+ clients daily, contributing to a 2% increase in policy retention and satisfaction.
- Orchestrated weekly meetings to strategize with colleagues, driving sales goals.
- Cultivated relationships with over 100 potential clients weekly; identified customer needs and matched appropriate insurance coverage plans, achieving recognition as one of the top sales agents in the company.

Projects

Azure Infrastructure-as-code Starter   Dec 2025

Terraform-based Azure reference architecture for deploying secure, production-ready cloud infrastructure.

- Provisioned Azure resource groups, optional App Services, storage accounts, and diagnostics using Terraform for fully reproducible deployments.
- Implemented environment-based configuration (dev) with variable files and state isolation.

e2875 Platform Analytics Dashboard   Mar 2024

Enterprise Power BI analytics platform used to track system onboarding, support operations, and platform growth.

- Built an end-to-end Power BI data model integrating ServiceNow, SQL Server, Excel exports, and SharePoint data sources.
- Developed DAX measures and date tables to track system growth, onboarding volume, and operational KPIs.
- Created executive-level reports used for platform governance and leadership reporting.
- Automated data ingestion using Power Automate and scheduled refresh pipelines.

MovieFlix Mobile Application   Oct 2025

Cross-platform React Native mobile application for discovering, searching, and tracking movies using the TMDB API.

- Built with React Native, Expo, Appwrite, and TypeScript for iOS and Android deployment.
- Implemented API-driven search, movie detail views, application trending movie lists, and favorite lists.
- Integrated external REST APIs with robust error handling and caching strategies.

MealsToGo Restaurant Discovery App   Nov 2025

Location-aware mobile application for browsing and selecting restaurants based on city-based search.

- Implemented Google Places Autocomplete and map-based location search with dynamic viewport updates.
- Built shared state management for city selection, restaurant filtering, and map rendering.
- Designed clean mobile UI using React Native and NativeWind.
- Integrated external APIs for real-time restaurant data.
- Leveraged Firebase for user authentication and data storage.

Portfolio Website & CI/CD Pipeline   Dec 2025

Cloud-hosted developer portfolio showcasing projects, case studies, and automation workflows.

- Built with modern HTML, CSS, and JavaScript with responsive layout and optimized asset loading.
- Deployed via GitHub Pages with GitHub Actions CI/CD for automated build and release.
- Structured project case studies and screenshots for recruiter-friendly navigation.
- Uses version-controlled content and images for reproducible deployments.

Skills

Cloud & Infrastructure: Microsoft Azure, AWS, Google Cloud Platform, Terraform, Docker, GitHub Actions, CI/CD Piplines

Data & Analytics: Power BI, DAX, Data Modeling, SQL Server, Power Automate, ETL & Data Pipelines

Platform & ITSM: ServiceNow App Engine Studio, Workflow Automation, Platform Onboarding, Process Governance, SharePoint

Application Engineering: React, React Native, JavaScript, TypeScript, Python, HTML/CSS, RESTful APIs, Expo, Firebase, Appwrite

Development & Prodoctivity Tools: Git, GitHub, VS Code, Linux/Bash, Windows PowerShell, Agile/Scrum

Certifications

Security+   Feb 2025

Foundational C#   Jan 2025

Microsoft Azure Fundamentals   July 2024

Scientific Computing with Python   June 2023

Learn Intermediate Python 3   Apr 2023

Learn Python 3   Apr 2023

Foundations of Leadership   Nov 2022

TestOut Security Pro   July 2022

Education

MS **Middle Georgia State University**, IT: Software Design & Development   Macon, GA
- GPA: 4.00/4.00   Aug 2023 – Dec 2024

BS **Middle Georgia State University**, IT: Software Engineering   Macon, GA
- GPA: 3.65/4.00, Cum Laude   Jan 2022 – July 2023
- Dean's List Scholar

AS **Georgia Military College**, Computer Science   Milledgeville, GA
- GPA: 4.00/4.00, Summa Cum Laude   Mar 2021 – Oct 2021

AS **Georgia Military College**, Business Administration   Milledgeville, GA
- GPA: 4.00/4.00, Summa Cum Laude   Jan 2018 – Mar 2021