# Seth Keddy

## Springdale, Arkansas (501) 606-0587

## [sethkeddy@gmail.com](mailto:sethkeddy@gmail.com)

## DevOps Engineer

Dynamic and results-oriented DevOps Engineer with over 16 years of hands-on experience in developing and deploying enterprise IT solutions across healthcare and enterprise environments. Expert in system integration, DevOps automation, and data-driven reporting, with deep proficiency in PowerBI, APIs, SQL, and cloud infrastructure. Proven ability to lead cross-functional teams and large-scale deployments, ensuring compliance, uptime, and performance in regulated environments (HIPAA, CIS, NIST). Adept at driving operational efficiency and business alignment through technology innovation, with a passion for solving complex problems and delivering impactful results.

# Education

##### **Bachelor of Science in Cybersecurity and Information Assurance**

##### Western Governors University, Salt Lake City, UT March 2023

# Technical Skills

Windows Server 2016/2019/2022, Linux (Ubuntu, CentOS), Azure Active Directory, Office 365, Google Workspace, AWS (EC2, S3, IAM, CloudFormation), Docker, Kubernetes, Terraform, Remote Deployments, Server Hardening, SQL Server Configuration, PostgreSQL, MySQL, Redis, SQL Query Optimization, Active Directory Management, Group Policy, Role-Based Access Control (RBAC), Multi-Factor Authentication (MFA), PowerShell, Bash, Python, Git, API Integration (REST, GraphQL), SSRS, SQL Report Writing, PowerBI Dashboard Creation, Prometheus, Grafana, Splunk, CloudWatch, Azure Monitor, Jira, Confluence, ITGlue, ServiceNow, PKI Management, TLS, x.509, AES Encryption, CIS Benchmarks, HIPAA Compliance, NIST 800-53, ISO 27001

# Business Skills

Agile, Scrum, Kanban, ITIL, DevOps Lifecycle Management, Project Management, Team Leadership, Stakeholder Communication, Risk Management, Budgeting, Vendor Management, Contract Negotiation, Process Optimization, Compliance Management, Strategic Planning, Business Process Automation, Data-Driven Decision Making, KPI Tracking, OKRs, Change Management, Cross-Functional Collaboration, Technical Training, Knowledge Management, Documentation, Service Delivery, Operational Efficiency, Business Intelligence, SLA Management, Incident Management

# System/Integration Engineer Skills

Cloud Platforms (AWS, Azure, GCP), BigQuery, CloudSQL, RDS, EC2, CloudFormation, Database Creation, Relational Databases, Data Warehousing, Schema Design, Data Modeling, SQL Optimization, ETL Processes, Data Integration, Data Flow Optimization, Apache Hadoop, Apache Spark, NoSQL Databases, Real-Time Data Processing, Data Security, Data Governance, Data Migration, Database Administration, Machine Learning Integration, Data Mining, Predictive Analytics, Data Visualization

# Programming and Scripting Languages

Powershell, .NET, C#, API, Python, Lambda, Bash, Java, CSS, T-SQL, Visual Basic, HTML, Selenium, Dax, M-query, Yaml, JSON, GraphQL, Rest, Angular, Node.js, Python, Flask, Selenium

# Certifications

CompTIA Cybersecurity Analyst+, CompTIA Project+, MTA Network Fundamentals, MTA Server Administrator, Google Cloud G-Suite, Microsoft 365 Fundamentals, CompTIA A+, CompTIA N+, CompTIA Pentest+, ISC2 Systems Security Certified Practitioner (SSCP), ITIL Fundamentals, Six Sigma Yellow Belt

# Professional Experience

## **Wal-Mart TEKsystems – Bentonville, AR**

### Sr. Systems Engineer, *Contract*, July 2023 – January 2025

#### Project: Health and Wellness EHR

#### Led System Monitoring & Diagnostics: Utilized Ansible and Jenkins to automate the CI/CD pipeline, ensuring optimal performance, reliability, and timely upgrades of optical applications, while reducing manual intervention in deployments.

#### Site Deployments & EHR Implementation: Successfully completed over 230 site deployments, automating processes to ensure secure and efficient EHR implementation with minimal downtime and error-prone manual steps.

#### Automated Application Dependency Management: Developed scripts and processes to automate patching, upgrades, and dependency management, streamlining workflows and significantly reducing errors and deployment failures.

#### Proactive Monitoring & Dashboards: Designed Splunk dashboards and integrated Grafana for enhanced monitoring, custom API logs, and real-time alerts, allowing rapid detection and resolution of system issues.

#### API Failure Debugging & Resolution: Troubleshot and resolved critical API failures involving rate limiting, CORS, SSL/TLS, and DNS resolution, ensuring secure and efficient communication between services.

#### Project Documentation & Collaboration: Maintained comprehensive documentation for system configurations and deployments, supporting clear communication across development, support teams, and executives.

#### Automated Configuration Management: Leveraged version control systems (Git) to assist in automated configuration management as part of continuous integration and delivery practices.

#### Scripting & Automation: Developed PowerShell and Java scripts for deployment automation within ServiceNow workflows and Automation Runbooks, optimizing efficiency and minimizing manual steps.

#### Automated Testing & Validation: Wrote and executed automated tests using Java and Selenium, validating API functionality, system performance, and ensuring compliance with project requirements.

#### Legacy Software Maintenance: Managed the patching and upgrade process for Tomcat application dependencies in legacy software, ensuring ongoing system stability, security, and compliance.

## **QuikTek – Springdale, AR**

### Devops Engineer, *Contract*, December 2022 – June 2023

#### Project: In-House Reporting

#### Containerized Microservices Architecture: Designed and deployed a scalable, high-availability microservices environment using Docker and Kubernetes on AWS, enabling seamless patient data reporting and facilitating rapid scaling.

#### Automated Reporting Workflows: Developed SSIS/SSRS workflows with PowerShell, automating real-time reporting of lab results, patient admissions, and medication logs, with secure SFTP data transfers.

#### EHR System Integration: Integrated Epic EHR with internal systems via secure REST APIs, enabling real-time data synchronization for improved care coordination and operational efficiency.

#### System Monitoring & Alerting: Built and maintained Prometheus and Nagios stacks with Grafana dashboards for comprehensive system health monitoring and real-time alerts, enabling proactive system management.

#### Packet Inspection & Threat Monitoring: Performed deep packet inspection using Wireshark and integrated Splunk for centralized logging and threat monitoring, enhancing HIPAA compliance and incident response capabilities.

#### High-Availability Clusters: Deployed and managed Linux high-availability clusters supporting critical clinical applications, ensuring 24/7 service availability and data integrity.

#### Performance Optimization & Security: Achieved 99.98% uptime, reduced reporting time from 6 hours to under 10 minutes, and enforced security policies through automated monitoring, significantly enhancing operational performance and security.operational security through automated monitoring and policy enforcement.

## ICF - Durham, NC

### SQL Database Manager, *Contract*, February 2022- February 2023

#### Project: In-House Reporting

#### Cloud Infrastructure & Automation: Created databases and infrastructure using AWS Redshift and CloudFormation, enabling dynamic support for external client SFTP transfers and enhancing automation capabilities.

#### Database Automation: Configured SSIS Automation internally to automate SFTP transfers, significantly improving reporting workflows and reducing manual intervention.

#### Automated Reporting: Designed and implemented automated workflows using SSIS and SSRS, enabling seamless file transfers and the display of dashboards for real-time insights.

#### Operational Dashboards: Developed and delivered actionable PowerBI dashboards, providing performance insights that contributed to retail performance improvements and strategic decision-making.

#### Cloud Reporting: Created and optimized databases and reports on both AWS and GCP, supporting multi-million dollar contract verifications and energy rebate processes.

#### SQL Query Optimization: Optimized complex SQL queries for faster, more efficient data retrieval, ensuring high performance and precise data delivery to internal stakeholders.

#### Cross-Functional Collaboration: Collaborated with internal teams to gather reporting requirements and deliver tailored solutions that aligned with business objectives.

#### Jira & Issue Management: Managed a Jira queue for support requests, efficiently addressing issues and utilizing tools such as Report Builder, SSRS, PowerBI, and custom Excel formulas.

#### High-Volume Reporting: Delivered 6–12 reports daily, providing estimates and action plans to departments and company stakeholders to support ongoing reporting initiatives.

#### Custom SQL Queries: Authored complex custom SQL queries and implemented logic changes to ensure data accuracy and reliability across reporting pipelines.

## Northwest Technical Institute – Springdale, AR

### Department Chair Information Systems, January 2021 -January 2022

#### Project: Information Systems Lab Modernization

#### Instructed core IT fundamentals including virtualization, cybersecurity, scripting, helpdesk operations, and networking, fostering both practical and theoretical understanding among students.

#### Designed and delivered course plans and lesson materials that significantly improved student engagement and comprehension.

#### Supervised Computer Information Systems (CIS) staff, providing leadership, mentorship, and conflict resolution to maintain a collaborative and effective work environment.

#### Spearheaded a comprehensive modernization of outdated lab and classroom infrastructure, transforming the learning environment through new technology, layout optimization, and updated instructional tools.

#### Managed a $50,000 departmental budget, overseeing funding requests, procurement, planning, and resource allocation to support instructional and facility improvements.

#### Achieved a 100% increase in student retention after the first semester through enhanced curriculum, instructional quality, and learning environment improvements.

## TekTrendz - Rogers AR

### Operations Manager, *Contract*, November 2019 - December 2020

#### Project: Multiple MSP Client Engagements

#### Led the successful transition of all break-fix clients to managed service agreements, generating consistent recurring revenue that fully covered employee salary overhead.

#### Executed a complete recovery from a ransomware outbreak, restoring operational capacity at a manufacturing facility within 24 hours and completing full infrastructure rebuild within two weeks.

#### Managed the full lifecycle of Microsoft 365 (O365) environments, including migration, deployment, configuration, maintenance, and user support.

#### Provided Tier 3 support for IT systems and cybersecurity incidents, ensuring high availability, system integrity, and regulatory compliance.

#### Directed Azure Active Directory initiatives, including tenant migrations, configuration, and long-term administration.

#### Authored and enforced IT and cybersecurity policies for SMB clients, aligning operations with best practices and compliance standards.

#### Converted legacy client relationships from break-fix to long-term Managed Services contracts, increasing service efficiency and revenue stability.

#### Established and optimized vendor relationships to improve licensing strategies and drive cost-effective procurement.

#### Developed automated reporting solutions for licensing and usage metrics to support operational transparency and strategic planning.

#### Administered ConnectWise Automate (LabTech), focusing on configuration management and automation reporting.

#### Designed and maintained Power BI dashboards for business reporting and ticket analytics, enabling data-driven decision-making.

## The Computer Hut - Lowell AR

### Technical Project Manager, *Contract*, January 2019 – November 2019

#### Project: Multiple MSP Projects

#### Migrated, Deployed and configured Airport Management Software $300,000 project.

#### Planned, Migrated and Deployed Servers and Thin clients for a Regional Lighting Showroom.

#### Migrated 5 clients to Quickbooks, and configured redundancy and backups.

#### Migration, Deployment, Configuration, Maintenance, and Administration of 15 clients to O365 From Exchange or 3rd party providers.

#### Windows Server - Migration, Deployment, Configuration, Maintenance, and Administration.

#### Policy Creation and Enforcement for Small to Medium Businesses.

#### Trained and Guided New Technicians to Improve Efficiency and Proficiency in Onsite Processes.

#### M365 - Integrated Systems and Processes into PowerPlatform Including Onsite Solutions and Documentation.

## Ozark Mountain Poultry – Rogers, AR

### Information Systems Analyst, *Full Time*,April 2013 – December 2018

#### Project: Poultry Manufacturing Automation

#### Designed and implemented a custom application backed by an on-premises SQL database to track toner usage across all company facilities, improving inventory control and cost management.

#### Trained Information Systems team members through structured documentation and hands-on guidance, standardizing incident resolution and response processes.

#### Conducted system testing, log analysis, and network diagnostics to identify anomalies and determine root causes of performance and security issues.

#### Investigated malware and ransomware delivery methods to strengthen network defense strategies and support ongoing hardening efforts.

#### Generated and maintained monthly reports covering inventory management, purchase orders, and cybersecurity incidents for operational visibility and compliance.

#### Monitored and maintained multiple internal systems, providing integrity checks and resolving errors proactively to ensure consistent uptime.

#### Installed and managed a facility-wide network of over 60 CCTV/IPTV systems and 40 RFID access control devices, enhancing physical security and operational oversight.

## CompuCom Wal-Mart – Bentonville AR

### Server Administrator, *Contract*,April 2012 – May 2014

#### Monitor, manage and analyze 15,000+ Servers in the Wal-Mart environment.

#### Unix/Linux print server environment maintained and troubleshooting.

#### Develop, and maintain support documentation for publication.

#### Thin and thick client management and troubleshooting.

## U.S. Army – Fort Hood, TX

### System Support System Specialists, *Inactive Secret Clearance*, March 2009 – March 2011

#### Provided technical support and troubleshooting for mission-critical systems, ensuring operational readiness and security compliance.

#### Installed, configured, and maintained hardware and software components, including networked systems and communication devices.

[**https://www.credly.com/users/seth-keddy/badges**](https://www.credly.com/users/seth-keddy/badges)

**https://www.linkedin.com/in/seth-keddy/**

Google Cloud G-Suite CertifiedMTA Server AdministrationMTA NetowrkingM365 FundamentalsComptia CySA+Comptia Project+

Operating systems - Win 7, Win 10, Server 2016, 2019, 2022, Linux, Cloud Infrastructure - Azure Active Directory, Office 365, Google G-Suite, AWS, Virtual/Physical Resource Allocation & Configuration: Onsite/Offsite, Remote Deployments, Server Configuration, SQL Configuration, SQL Statements, Active Directory Management, Group Policy, Advanced Networking, SSRS, SQL Report Writing, PowerBI Dashboard Creation, Jira, Confluence, ITGlue, PKI Management, Cryptography Project Management, ITIL, Agile, Team Leadership, Stakeholder Communication, Risk Management, Budgeting, Vendor Management, Contract Negotiation, Process Optimization, Compliance, HIPAA, NIST, ISO, CIS, Strategic Planning, Business Automation, Data-Driven Decisions, KPI Tracking, Change Management, Cross-Functional Collaboration, Training, Documentation, Service Delivery, Operational Efficiency, Business Intelligence Cloud Platforms, AWS, Azure, GCP, BigQuery, CloudSQL, RDS, EC2, CloudFormation, Database Creation, Relational Databases, Robust Data Hubs, Data Warehousing, Schema Design, Data Modeling, SQL Optimization, ETL Processes, Data Integration, Data Flow Optimization, Apache Hadoop, Apache Spark, Terraform, NoSQL Databases, Real-Time Data Processing, Data Security, Data Governance, Data Migration, Database Administration, Machine Learning Integration, Data Mining, Predictive Analytics, Data Visualization, PowerShell, .NET, C#, API, Python, Lambda, Bash, Java, CSS, T-SQL, Visual Basic, HTML, Selenium, DAX, M-query, YAML, JSON, GraphQL, REST, Angular, Node.js, Flask, CompTIA Cybersecurity Analyst+, CompTIA Project+, MTA Network Fundamentals, MTA Server Administrator, Google Cloud G-Suite, Microsoft 365 Fundamentals, CompTIA A+, CompTIA N+, CompTIA Pentest, ISC2 Systems Security Certified Practitioner (SSCP), ITIL Fundamentals, Six Sigma Yellow BeltProject: Health and Wellness EHR Led system monitoring and proactive diagnostics to ensure optimal performance, reliability, and timely upgrades of optical applications using Ansible and Jenkins, enabling seamless CI/CD pipeline deployments. Completed 230+ site deployments, ensuring secure and efficient EHR implementation while automating deployment processes to minimize downtime and reduce manual intervention. Automated application dependency management, patching, and upgrades to streamline workflows and significantly reduce deployment errors. Developed API logs, dashboards, and alerts using Splunk, Grafana, and custom ingestors, enhancing proactive monitoring and enabling rapid issue detection and resolution. Debugged and resolved API failures related to rate limiting, CORS, SSL/TLS, and DNS resolution, ensuring secure and reliable communication between services while enforcing enterprise security standards. Maintained and updated project documentation to ensure clear communication among developers, support teams, and executives, while assisting in automated configuration management using version control systems. Developed PowerShell and Java scripts for deployment within ServiceNow workflows and Automation Runbooks, improving process efficiency and reducing manual steps. Wrote and executed automated test scripts using Java and Selenium for API functionality validation, system performance checks, and compliance reporting. Patching and upgrading Tomcat application dependencies for legacy software, ensuring continued system stability and security.Project: In-House Reporting Designed a containerized microservices environment using Docker and deployed on AWS-hosted Kubernetes, enabling scalable, high-availability patient data reporting systems. Developed automated SSIS/SSRS workflows with PowerShell for real-time reporting of lab results, patient admissions, and medication logs, transferred securely over SFTP. Integrated hospital EHR systems (Epic/Cerner) with internal platforms via secure REST APIs, enabling real-time data synchronization and enhanced care coordination. Built and maintained Prometheus and Nagios monitoring stacks with Grafana dashboards, delivering actionable system health insights and real-time alerting. Conducted in-depth packet inspection using Wireshark and implemented centralized logging and threat monitoring with Splunk, improving HIPAA compliance and incident response readiness. Deployed and maintained Linux high-availability clusters supporting core clinical applications, ensuring continuous service delivery and data integrity. Achieved 99.8% uptime, reduced reporting time from 6 hours to under 10 minutes, and enhanced operational security through automated monitoring and policy enforcement.Project: In-House Reporting Created databases with AWS Redshift CloudFormation to dynamically support external client SFTP transfers. Configured SSIS automation internally to automate SFTP transfers for automated reporting. Created automated workflows using SSIS to automate file transfers and SSRS to display dashboards. Delivered an average of 50 modified or newly created reports weekly, maintaining efficiency in a high-paced environment. Designed, developed, and presented operational dashboards in PowerBI, providing actionable insights for retail performance improvement. Created databases and reports in AWS and GCP for energy rebate processes and transaction verifications on multi-million dollar contracts. Optimized SQL queries for faster and more efficient data retrieval, meeting the needs of internal stakeholders with precision. Collaborate cross-functionally with internal teams to identify reporting needs and deliver solutions tailored to business objectives. Managed a Jira queue to address support requests, utilizing tools such as Report Builder, SSRS, PowerBI, and custom Excel formulas. Produced and resolved 6–12 reports daily, providing estimates and plans to departments and company stakeholders for reporting initiatives. Instructed core IT fundamentals including virtualization, cybersecurity, scripting, helpdesk operations, and networking, fostering both practical and theoretical understanding among students. Designed and delivered course plans and lesson materials that significantly improved student engagement and comprehension. Supervised Computer Information Systems (CIS) staff, providing leadership, mentorship, and conflict resolution to maintain a collaborative and effective work environment. Spearheaded a comprehensive modernization of outdated lab and classroom infrastructure, transforming the learning environment through new technology, layout optimization, and updated instructional tools. Managed a $50,000 departmental budget, overseeing funding requests, procurement, planning, and resource allocation to support instructional and facility improvements. Achieved a 100% increase in student retention after the first semester through enhanced curriculum, instructional quality, and learning environment improvements. Multiple MSP Client Engagements Led the successful transition of all break-fix clients to managed service agreements, generating consistent recurring revenue that fully covered employee salary overhead. Executed a complete recovery from a ransomware outbreak, restoring operational capacity at a manufacturing facility within 24 hours and completing full infrastructure rebuild within two weeks. Managed the full lifecycle of Microsoft 365 (O365) environments, including migration, deployment, configuration, maintenance, and user support. Provided Tier 3 support for IT systems and cDevSecOps, CI/CD, Jenkins, GitLab, Docker, Kubernetes, Ansible, Terraform, AWS, Azure, GCP, Python, Bash, Linux, OWASP, SonarQube, Snyk, Nexus Repository, Prometheus, Splunk Security incidents, ensuring high availability, system integrity, and regulatory compliance. Directed Azure Active Directory initiatives, including tenant migrations, configuration, and long-term administration. Authored and enforced IT and cybersecurity policies for SMB clients, aligning operations with best practices and compliance standards. Converted legacy client relationships from break-fix to long-term Managed Services contracts, increasing service efficiency and revenue stability. Established and optimized vendor relationships to improve licensing strategies and drive cost-effective procurement. Administered ConnectWise Automate (LabTech), focusing on configuration management and automation reporting. Designed and maintained Power BI dashboards for business reporting and ticket analytics, enabling data-driven decision-making deployed, and configured Airport Management Software ($300,000 project). Planned, migrated, and deployed servers and thin clients for a regional lighting showroom. Migration, deployment, configuration, maintenance, and administration of 15 clients to O365 from Exchange or third-party providers. Windows Server - migration, deployment, configuration, maintenance, and administration. Policy creation and enforcement for small to medium businesses. Trained and guided new technicians to improve efficiency and proficiency in onsite processes. M365 - integrated systems and processes into PowerPlatform including onsite solutions and documentation.Project: Poultry Manufacturing Automation Designed and implemented a custom application backed by an on-premises SQL database to track toner usage across all company facilities, improving inventory control and cost management. Trained Information Systems team members through structured documentation and hands-on guidance, standardizing incident resolution and response processes. Conducted system testing, log analysis, and network diagnostics to identify anomalies and determine root causes of performance and security issues. Investigated malware and ransomware delivery methods to strengthen network defense strategies and support ongoing hardening efforts. Generated and maintained monthly reports covering inventory management, purchase orders, and cybersecurity incidents for operational visibility and compliance. Monitored and maintained multiple internal systems, providing integrity checks and resolving errors proactively to ensure consistent uptime. Installed and managed a facility-wide network of over 60 CCTV/IPTV systems and 40 RFID access control devices, enhancing physical security and operational Monitored, managed, and analyzed 15,000+ servers in the Wal-Mart environment. Unix/Linux print server environment maintained and troubleshooting. Developed and maintained support documentation for publication. Thin and thick client management and troubleshooting.Provided technical support and troubleshooting for mission-critical systems, ensuring operational readiness and security compliance. Installed, configured, and maintained hardware and software components, including networked systems and communication devicesHashiCorp Vault, ELK Stack, Grafana, Helm, Istio, OpenShift, ArgoCD, GitHub Actions, Bitbucket Pipelines, CloudFormation, Azure DevOps, CircleCI, AppArmor, SELinux, CrowdStrike, Qualys, Tenable Nessus, Fortify, Checkmarx, Burp Suite, Metasploit, Wireshark, ZAP Proxy, Aqua Security, Twistlock, Trivy, Falco, Sysdig, ClamAV, Compliance as Code, InSpec, Chef, Puppet, Rundeck, Nagios, Jira, Confluence, ServiceNow, Postman, REST APIs, JSON, YAML