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Summary

I am a System Administrator with a strong interest in developing automated and self healing systems. I work with multiple technologies such as Hyper-V, KVM, Jails, Docker, C#, and PowerShell to try and develop resilient systems that are able to detect problems and require as little attention from the admin as possible.

I am currently not looking but I want to be up front, I am not interested in contract opportunities.

Experience



Sr. Engineer

The Climate Corporation

Jan 2020 - Present (1 year 1 month +)

I improved the security of the organization by helping it implement Data Loss Protection and other tooling.

Reduced the time to process data delete requests from 4 weeks to 1 week by creating automated tooling and driving groups in providing APIs to allow for automated data management

Improved the picture of our AWS IAM credentials by taking over and extending the internal dashboard to resolve role permissions

Helped increase general security and automation awareness by promoting automation, fail safes, and secure development practices

Improved the security of internal systems by analysing and suggesting security improvements.

Promote automation, tooling, and Secure DevOps principals throughout the organization.

Increased visibility in the movement of sensitive data by expanding our DLP to detect source code and applying enforcement controls on source check in



Systems Development Engineer

Amazon

Apr 2017 - Jan 2020 (2 years 10 months)

Maintain, Develop, and Deploy services written in java used to detect outbound abuse for EC2

Improve deployment speed, quality, and security by applying DevOps principals to our services.

Automate operations and configuration tasks using Ruby and Java to promote security and increase operational excellence

Use Linux, Windows, Hyper-V, KVM, and other technologies to deploy local site infrastructure and improve productivity of people in remote sites

Find and generate rules and heuristics for our custom built IDS

Maintain and extend a custom purposed built SEIM



Service Engineer 4

Xtreme Consulting Group, Inc.

Jul 2016 - Apr 2017 (10 months)

Implement and use DevOps practices to provide an easy and smooth deployment pipeline.
Write scripts using mostly PowerShell to help deploy and maintain the environment
Write recipes, cookbooks, and other artifacts for Chef to allow for automated provisioning and re-provisioning of servers in the fleet.
Support production systems, both on premise and in azure, to enable over 250,000 concurrent users to enjoy the Forza series of games.



Sr Operations Engineer

Surescripts

May 2015 - Jul 2016 (1 year 3 months)

Manage and deploy Windows Server 2012 and 2012 R2 systems running custom code, and IIS

Manage Windows Server 2008 R2 systems running custom code and IIS

Manage custom software running on a Ubuntu, Debian, and Red Hat linux.

Manage and Deploy nginx on ubuntu as a reverse proxy

Manage and maintain services revolving around messaging including SMTP, web interfaces running on IIS, REST API's running on IIS, DNS.

Write custom monitoring and automation using PowerShell and integrating with Splunk, OpsView, and Zenoss

Employ Dev-Ops practices and procedures to improve the efficiency of managing our server fleet.

Compose and deploy PowerShell scripts to assist in automating the management of our services.

Write custom interfaces, reports, and dashboards to communicate the status of the service to interested properites

Ran a DCVS repository based on git to keep version control of our various automation and monitoring scripts



Service Engineer

Xtreme Consulting Group, Inc.

Mar 2015 - May 2015 (3 months)

Write scripts and automation while embracing DevOps Practices

Run IIS to provide services for the Forza game series

Plan expansion of services.

Plan and implement software and service upgrades.

Test changes to services using PowerShell, Pester, Vagrant, and HyperV



Problem Analyst

Inabia Solutions and Consulting, Inc.

Dec 2014 - Mar 2015 (4 months)

Preform advanced troubleshooting and root cause analysis of Windows, Custer Services, and Network issues.

Debug Windows and Windows Services.

File bug reports with the appropriate software teams.

Write root cause analysis reports.



Operations Engineer 2

Xtreme Consulting Group, Inc.

Sep 2013 - Dec 2014 (1 year 4 months)

Manage trouble tickets from customers and an internal monitoring system using product studio as part of a Tier 2 support group.

Work with Product Groups, Microsoft Professional Services, and other groups to come up with swift solutions to complex problems.

Maintain maximum up-time in for customers of the Microsoft Office 365 Dedicated and Multi-Tenant cloud.

Write and maintain troubleshooting guides and other documentation to assist co workers in swiftly resolving known issues.

Manage technologies such as Microsoft Exchange 2010, Microsoft Exchange 2007, RIM BES 5, Microsoft Windows Server 2003/2008/2008R2, and Proof Point.

Closely follow and provide feedback on existing processes.

Train coworkers to more effectively accomplish their tasks.

Act as an escalation point for other engineers to help them when their issue is beyond their skill set.



Operations Engineer

Xtreme Consulting Group, Inc.

Oct 2012 - Sep 2013 (1 year)

Manage trouble tickets from customers and an internal monitoring system using product studio as part of a Tier 2 support group.

Work with Product Groups, Microsoft Professional Services, and other groups to come up with swift solutions to complex problems.

Maintain maximum uptime in for customers of the Microsoft Office 365 Dedicated and Multi-Tenant cloud.

Write and maintain troubleshooting guides and other documentation to assist co workers in swiftly resolving known issues.

Manage technologies such as Microsoft Exchange 2010, Microsoft Exchange 2007, RIM BES 5, Microsoft Windows Server 2003/2008/2008R2, and Proof Point.

Closely follow and provide feedback on existing processes.

Extend an existing .Net application programmed in C#



Operations Engineer

Ciber Global

Sep 2011 - Sep 2012 (1 year 1 month)

Used Microsoft Exchange to provide mail relay services achieving a rate of 4.5 million messages a minute sustained

Maintained remote access services to the GFS Datacenters using Microsoft Remote Desktop Gateway, Remote Desktop Web Services, and Remote Desktop Services.

Developed scripts and other automation to manage 2500 Windows servers

Maintained and updated 2500 Windows servers



Oeprations Engineer

Sep 2010 - Sep 2011 (1 year 1 month)

Primary responsibilities include, Monitoring incoming alerts for possible issues with Exchange servers and services.

Remotely log into servers and effect repairs for Exchange, Windows Infrastructure, System Center DPM, OCS/Lync, and other Microsoft Products.

Keep servers up and running and report any hardware issues to the owner of the equipment.

Configure and troubleshoot Databases. Monitoring backup and monitoring tasks.
Administering and maintaining windows server environments and application servers such as SQL, DPM, IIS, Microsoft Office Sharepoint Server, and Exchange, OCS/Lync.
Administering and maintaining windows server environments. Administering and maintaining windows server environments.
Maintain and monitor Windows Active Directory Infrastructure.
Maintain, Approve, and Test updates for customer environments using WSUS and independent test environments.
Maintain and Troubleshoot Hyper-V environments in production and Lab settings



System Administrator

Aug 2009 - Mar 2011 (1 year 8 months)

Primary responsibilities include, Monitoring incoming alerts for possible issues with Exchange servers and services.
Remotely log into servers and effect repairs for exchange services.
Keep servers up and running and report any hardware issues to the owner of the equipment.
Configure and troubleshoot Databases. Monitoring backup and monitoring tasks.
Administering and maintaining windows server environments and application servers such as SQL, DPM, IIS, Microsoft Office Sharepoint Server, and Exchange.
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Maintain and Troubleshoot Hyper-V environments in production and Lab settings



Datacenter engineer

Microsoft

Oct 2008 - Apr 2009 (7 months)

Primary responsibilities are Rack, Stack, and Cable and general day to day network and hardware break fix.
Monitor the SCOM and MOM alert queues and respond to alerts for possible hardware failures.
Maintain, install, and troubleshoot SAN/NAS, iSCSI, and other types of indirect and direct attached storage.
Modify network infrastructure to create a testing environment that allows testers to reproduce and find bugs and performance issues.
Help setup and troubleshoot and teach coworkers to do the same to debug networks and environments using multi-port serial adapters, kernel debug servers, and debugging software.
Maintain and setup of Windows server 2008 with Hyper V. Image servers with WDS, RIZ, Internal tools, and manual installs of operating systems.
Help maintain Linux devices and servers where needed. Monitor data center health for items such as heat, failing structure points, Power issues.
Setting up Network environment components including, Racks, SANs, NAS, Cisco Switches, Fiber Switches, Ethernet, and Pre made Fiber and Ethernet cables.

Administering and maintaining windows server environments.
Maintain and monitor Windows and Linux Infrastructure such as Active Directory, DHCP and DNS.

Setup Baseboard management consoles and other BMC software like DRAC and iLO to remotely administer server power.



Field Tech

Unisys

Sep 2007 - Dec 2007 (4 months)

Develop a schedule off assigned calls in the morning.

Picking up and verifying parts.

Do advanced troubleshooting, use the parts provided in the morning to repair the computer, if the parts do not fix the issue Call Dell to issue new parts.

Do some basic maintenance of Windows environments.



Signal Systems Support Specialist

US Army

Jun 2005 - Jun 2007 (2 years 1 month)

Installation, troubleshooting, and repair of Radios, Computers, and Computer networks.

Use basic networking tools such as Ping and Trace route to help diagnose network problems.

Helped setup Linux machines for use on the network. Monitored the network in a NOC roll.

Use SNMPc to monitor network nodes for up-time and help maintain a 98% up-time Voip and Data network.

Assist in creating Boot Files and other vital components to help maintain a TDMA Satellite Data Network.

Contact node operators and inform them that their node is no longer responding to the network and help them troubleshoot their connectivity.

Add, Delete and Maintain an Active Directory deployment consisting of over 1500 computers in a mixed Windows, and Linux, environment, 2500 users, and 2800 VOIP Phones

Provide Desktop and Server support for users. Install patches and maintain vulnerability scans for all the desktops under my responsibility.

Provide users with education on software items they may not be familiar with.

Use and Setup radios in vehicles and in Man Packs to allow for seamless unit communication.

Setup radio retransmission stations to help extend the range of the military radios.

Monitor, Install, and maintain network services for Linux and windows environments such as Active Directory, DNS, and DHCP.

Accomplishments: Army Achievement medal for preforming my duties in an efficient manner.

Education



United States Army Signal Academy

Technical, Signal Systems Support Specialist

2005 - 2005

CISCO Routers and Basics of networks, Basics of Computers, Electronics Troubleshooting and soldering, Radio usage and troubleshooting, PC troubleshooting and repair



Lewis and Clark Career Center

Technical, Computer Programming

2003 - 2003

Computer programing in C/C++



Timberland High School

High School

2000 - 2003

High School Diploma

Licenses & Certifications



SUSE Certified Linux Administrator - SUSE



CompTIA Network+ (2009 edition) - CompTIA

COMP001020036134



CompTIA Security+ - CompTIA

Issued Oct 2019 - Expires Oct 2022

COMP001020036134



CompTIA Cybersecurity Analyst (CySA+) - CompTIA

Issued Nov 2019 - Expires Nov 2022

COMP001020036134

Skills

Active Directory • Windows Server • DNS • Servers • Microsoft Exchange • System Deployment •
Troubleshooting • Hardware • IIS • Networking