Lauro Salazar

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Systems Engineer II

Technically sophisticated and solutions-oriented leader with significant experience maintaining and troubleshooting applications, virtual environments, and networking infrastructure in mission-critical situations.

Resourceful multitasker distinguished for driving continuous process improvement and collaborating effectively with cross-functional teams to solve problems and implement new solutions. Consistent track record of researching and introducing cutting-edge technologies. Significant expertise in strategic deployments and troubleshooting of hosted solutions. Strong technical background, critical thinking, and problem-solving attributes that provide innovative solutions to support development teams. Possesses hands-on experience in Public clouds – primarily in Microsoft Azure as well as AWS, and Google Cloud. In addition, deep technical knowledge of Private cloud infrastructure in VMware and Hyper-V, as well as storage systems, programming, load balancing and navigating Networking infrastructure. Hallmarks include excellent communication skills both verbal and written to interface with cross-functional technical leads within and/or outside of the organization. Demonstrated leadership and vision to turn around ineffective organizations and translate business requirements into highly effective technology-based solutions.

Technical Proficiencies

Programming Languages:	PowerShell, BASH, C#, Python, C++, SQL, .NET, HTML, CSS
Virtualization:	VMware, Hyper-V, F5 Networks BIG-IP Load Balancing, Azure, AWS, Google Cloud, Kubernetes, Tanzu, Nimble SAN Storage, NetApp, High Availability, Windows and Linux Servers, DNS, DHCP, TCP/IP, VPC, Subnetting, Application Firewalls
Tools:	Terraform, Ansible, JIRA, Logic Monitor, Veeam, Splunk, ELK, Git, Bitbucket, Active Directory, Office 365, Service Now, BitSight, Nexpose, Failover Cluster Manager, IIS, IPAM, Visual Studio, MSSQL Server, MySQL, MariaDB, Wireshark, Nmap, LDAP, SSH

Career Experience

Accruent, Austin, Texas   March 2019 – Present
Systems Engineer II | Cloud Operations, Infrastructure

Deliver technical solutions, results, and improvement of the overall health of data center operations in close coordination with Cloud Operations, Engineering DevOps, Security, and stakeholders. Design, develop, support, and maintain the organization's systems infrastructure, including the implementation of hardware and software. Research, evaluate and stay ahead of emerging tools, techniques, and technologies in a fast-paced, results-oriented, and ever-changing environment. Shape the strategic roadmap for deployment and troubleshooting of hosted solutions. Leverage core competencies in cloud environments hosting Accruent solutions in Azure, Google Cloud, and AWS.

- Pioneered in upgrading F5 Load Balancers across all geographical data centers resulting in responding to critical security incidents on time. Defined standards as well as architected and delivered HA production systems, resolved vulnerabilities, improved configurations, and researched automation initiatives.
- Leading the migration of the QA Automation team's critical internal tools from the private cloud's Rancher environment to Kubernetes on Azure AKS.
- Spearheading best practices for Kubernetes' cluster configuration and security practices across the company.
- Championed developing an Identity Management solution to manage Accruent's diverse and differing Active Directory domains, which resulted in enhancing the overall security posture in the employee account lifecycle.
- Positioned the company at the top 10-20% security ranking by increasing the BitSight rating score from 690 to 750 in 6 months, now at 780. Increasing our security rating is directly correlated to preventing breaches and hardening applications.
- Advancing DevOps principles and kaizen in software engineering conventions to reduce waste in CI/CD pipelines and coder's time (writing tickets and speaking to Cloud Ops) with an aim to improve the software development experience.
- Played a key role in the implementation and disabling of TLS 1.0/1.1 and applied secure ciphers across all hosted applications. Increased nearly all products from an SSL Labs scoring of (F) and (B) to an (A+).

- Automated repetitive tasks using Ansible, Terraform, PowerShell, BASH and other scripting languages.
- Resolved severities for any Accruent product by troubleshooting issues in F5 load balancers, servers and networks.
- Implemented best practices to improve resiliency, best practice standards, network security, efficiency, and uptime - spanning across geographical data centers encompassing technologies such as CISCO UCS, HP Nimble, and NetApp Storage, dense VMware virtual environments, and multiple pairs of F5 Load Balancers. As well as participating in 24/7 on-call rotations.

University of Texas Rio Grande Valley, Brownsville, Texas   December 2013 – February 2019
Data Center Systems Engineer II | IT, Data Center Services

Spearheaded management and execution of systems engineering processes in the Data Center Services department of the public research university with an enrollment of nearly 30,000 students. Delivered expert-level configuration support across assigned applications, resolution of production issues, and root cause analysis. Administered F5 BIG-IP Load Balancers in Edinburg and Arlington; Subject matter expert to a 40-node IBM iDataPlex High Performance Computing system under UT Brownsville. Utilized strong development skills to code multiple web applications that included MyAccount, a web tool used for the activation of UTRGV accounts, and features such as self-service password management and account unlocking functionality.

- Governed overall aspects of virtual infrastructure in a mission-critical environment, with a key focus on supporting VMware and Hyper-V infrastructure running on Cisco, Dell, and HP servers; coordinated and executed backup, replication, and recovery services for critical systems. Participated in 24/7 on-call rotations.
- Improved critical services' monitoring and logging for infrastructure at UT Brownsville through the deployment of Splunk and Icinga - providing immediate notifications of data center health and application issues.
- Fostered a state-of-the-art infrastructure environment through the adoption of cloud services such as Microsoft Azure to deploy storage systems, virtual machines, and a variety of applications in UT Brownsville.
- Praised for developing an innovative tool that automated provisioning of new student email accounts in Active Directory and Microsoft Office 365.
- Improved the functionality of Service Desk, a utility to aid in internal administrative functions relating to identity management.
- Led the efforts to implement High Availability solutions for UTRGV's web services and internal business systems.
- Delivered remarkable contributions in the consolidation of the information technology systems of UT Brownsville and UT Pan American into UT Rio Grande Valley.
- Single handedly deployed more than 16 vendor applications per year as business requirements arose and procurements materialized.
- Recognized for exceptional performance and promoted to the role of Data Center Systems Engineer II following the merger of UT Brownsville and UT Pan American to form The University of Texas Rio Grande Valley in 2015.

Additional Experience

Research Scientist, University of Texas at Brownsville – Center for Gravitational Wave Astronomy
Graduate Teaching Assistant, University of Texas at Brownsville – Computer and Information Sciences
Research Assistant, University of Texas at Brownsville – Computer and Information Sciences
Web Designer, University of Texas at Brownsville – Physics & Astronomy
Teaching Assistant, University of Texas at Brownsville – Computer and Information Sciences

Education

MS Computer Science | University of Texas at Brownsville
BS Computer Science | University of Texas at Brownsville

Professional Development

- (Current studying) AZ-305, Azure Solutions Architect Expert.

- Administering F5 BIG-IP Load Balancer Trainings.
- Microsoft Official Courses: Upgrading Your Skills to Windows Server 2016 (20743), Configuring Adv. Windows Server 2012 Services (M20412).
- Red Hat System Administration I and II (RH199, RH134) and Red Hat Linux Diagnostics and Troubleshooting (RH342)
- ITIL Foundations Certificate in IT Service Management (No. GR750207515LS).
- LIGO Scientific Collaboration member, 2013.