

Michael Glenn

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SUMMARY

Site Reliability Engineer with experience automating large-scale production systems at Cisco Meraki, Meta (Facebook), USAA, and the U.S. Army. Proficient in Python, Ansible, Bash, C++, and Unix/Linux, with a track record of delivering idempotent, high-availability network and CI/CD automation that improves system reliability, reduces toil, and scales infrastructure across global environments.

EDUCATION

Cornell University

B.S. Information Science — Concentration in Networks, Crowds, and Markets

Ithaca, NY

June 2021 – Dec 2025

- GPA: 3.53
- Founder, Veteran's Social Club

U.S. Army Signal School

Distinguished Honor Graduate

Fort Gordon, GA

July 2017 – Apr 2018

EXPERIENCE

Site Reliability Engineer Intern

May 2025 – Aug 2025

Remote, Ithaca, NY

Cisco Meraki

- Developed Python/Ansible automation to orchestrate zero-downtime maintenance for 180+ CI/CD agents using idempotent playbooks to safely drain jobs, validate node health, and reintegrate nodes without service disruption
- Built a scalable Python-based dynamic inventory system for 600+ nodes across 12 internal services, replacing static files and enabling precise, programmatic host targeting for fleet automation
- Engineered distributed Ansible playbooks to automate rolling upgrades and lifecycle management for Artifactory hosts, Jenkins agents, GitLab Runners, and Xray nodes, incorporating idempotency, AWS ELB deregistration, Docker Compose reloads, and API health checks to ensure highly available deployments

May 2024 – Aug 2024

San Antonio, TX

Infrastructure Engineer Intern

USAA

- Developed automation scripts for production Linux servers to compile and analyze real-time marketing campaign data, consistently reducing each campaign run time from 5+ hours to under 1 hour
- Created portable Python and shell tooling to streamline server operations and automate performance monitoring
- Implemented secure B2B data transmission of marketing data, improving credit card acquisitions and partnerships

Production Network Engineer Intern

May 2022 – Aug 2022 & May 2023 – Aug 2023

Meta

Menlo Park, CA

- Developed network automation workflows to process and route Smart Hands requests for EMEA data centers, reducing manual tickets by hundreds per month and saving 25–30 engineering hours monthly
- Implemented automation to streamline troubleshooting procedures for IP backbone engineers, increasing network efficiency, accelerating issue resolution, and improving overall system reliability
- Optimized infrastructure tooling used by global network operations, reducing manual vendor interactions

Lead Network Administrator

U.S. Army

Apr 2017 – Apr 2021

Fort Bragg, NC

- Led a team of four network administrators, maintaining \$2 million of mission-critical information systems and communications infrastructure for the 18th Airborne Corps Headquarters
- Designed and deployed new network configurations supporting the Army's largest Warfighter training exercise in history, delivering secure internet and voice services to 2,000+ users with zero network downtime
- Implemented and sustained enterprise-scale TCP/IP routing and core networking protocols to ensure secure, reliable communications across distributed operations with adjacent teams

TECHNICAL SKILLS

Languages: Python, Java, C++, SQL, Bash, KornShell, PowerShell, JavaScript, HTML/CSS, R, PHP, Ruby

Tools & Frameworks: Unix, Ansible, Jenkins, Git, Artifactory, Docker, AWS, Vim, VS Code, Eclipse, JUnit, Jira

Networking: TCP, UDP, OSPF, BGP, MPLS, QoS, STP, DHCP, DNS, SNMP, HSRP, NAT, VPN, ACLs, OSI Model

AI & ML: Pandas, NumPy, Matplotlib, Data Cleaning, RAG, Fine-tuning Transformer Models, Prompt Engineering

Certifications: CompTIA Security+, CompTIA Network+, Top Secret/SCI security clearance