

# Michael Glenn

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## SUMMARY

Software Engineer with a strong systems and networking foundation, including a deep understanding of TCP/IP, routing and switching, and Linux production environments. Experienced building scalable automation and infrastructure systems at Cisco Meraki, Meta, USAA, and the U.S. Army. Skilled in Python, Ansible, Bash, and C++ with a track record of delivering tools that improve uptime, reduce toil, and streamline operations.

## 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

*Cisco Meraki*

May 2025 – Aug 2025

*Remote, Ithaca, NY*

- 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

### Infrastructure Engineer Intern

*USAA*

May 2024 – Aug 2024

*San Antonio, TX*

- 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

*Meta*

May – Aug 2022 & May – Aug 2023

*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