Ernest Matthew Moore

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# Skills Summary

Skilled software engineer with over 20 years of technical leadership, development and operations experience in system & software design/architecture, implementation, delivery, support/troubleshooting/root-cause-analysis of mission critical systems/platforms, across various IT operations domains and technology stacks, leveraging configuration management, CI/CD, X-as-Code, Software Development, Software/Solutions Architecture, systems thinking, and SAFe/AGILE/DevOps processes & methodologies.

# Education

* Masters of Business Administration (MBA) – Management
  + Texas A&M University – San Antonio, San Antonio, TX – completed 2013
* Bachelors of Business Administration (BBA) - Computer Information Systems
  + Texas State University – San Marcos, TX – completed 2006

# Experience

United Services Automobile Association (USAA)

June 2006 – Present

Lead Software Engineer – Private Cloud Services (2023 – PRESENT)

* Serve as primary engineering contact/liaison with Product Management team provided ongoing input/consultation, guidance and mentorship to engineers, management, project team (PM, PO, RTE), and architects, ensuring adherence to best practices, and maintaining a high standard of technical excellence across technology stacks and projects.
* Research, document, design, and implement all requirement/solution analysis and design for Private Cloud Services features and stories, in the absence of formal technical or architectural guidance (staff engineer and software/solutions architect). Architectural designs/insights have guided the team in making critical design decisions, resulting in efficient and sustainable software solutions. Ability to envision and design scalable, maintainable, and resilient solutions in the absence of engaged end-user involvement has significantly contributes to the delivery and success features and stories.
* Designed/implemented scalable, end-to-end Dell PowerEdge rack automation, providing full lifecycle (build-update-destroy) management of rack hardware leveraging industry-standard technologies (Terraform, Gitlab CICD, Docker, Ansible), as well as designing/implementing custom providers/solutions that currently do not exist or provided by vendors (custom Terraform providers, Ansible modules/collections, Golang CLIs).
* Researched/proposed/implemented alternative technologies/solutions to new & existing solutions/processes, resulting in reduced toil/complexity/technical debt and cost savings/avoidance.
* In the absence of a dedicated PO role, served in a Product Owner (PO) capacity; facilitating team SAFe/AGILE ceremonies (backlog grooming, story creation/pointing, and PI planning); as well as served as primary presenter/speaker for all sprint/PI ART and management demos and reviews.

Senior Software Engineer – Private Cloud Services (2019 – 2023)

* Extensive experience in designing/decomposing/developing enterprise private cloud infrastructure utilizing a variety of technologies and platforms, including (but not limited to) Hashicorp Terraform, Golang, GitLab CI/CD, Docker, and Terraform - specifically in support of Infrastructure-As-Code (IaC), e.g. VM-as-Code and Rack-as-Code/Rack-as-a-Service product offerings/automations.
* Research, development and implementation of Golang clients and custom Terraform providers to interact with specialized backend systems via API, such as Arista CloudVision Portal, Infoblox, Dell-EMC OpenManage BMC; as well as database backends and repositories (e.g. Artifactory, Couchbase, ServiceNow).
* Designed, implemented, and maintain onboarding/upskilling training curriculum for junior developers and transitioning operations engineers into Infrastructure-as-Code, CICD, Golang fundamentals, Ansible, and automation mindset & technologies.
* Experienced in Software Development Lifecycle (SDLC) including analyzing requirements, incorporating architectural standards into application design specifications, documenting application specifications, translating technical requirements into programmed application modules, and developing or enhancing software application modules.
* Create/update technical documentation/materials for operator and junior development training/tasks/stories, as well as input to lead/architect/PO for story generation/creation and vision/goal creation at product, project/epic, PI and sprint levels.
* Assist with research for and creation of project scaffolding/schema pseudocode for further implementation by development teams.
* Assists interviewing, onboarding/training, mentor for new hires/junior developers.

Software Developer & Integrator 1 – Cloud Services : Cloud Automation (2018 – 2019)

* Experience with developing enterprise private and public cloud provisioning infrastructure utilizing a variety of technologies and platforms, including Python, Terraform, Packer, Golang, GitLab CI/CD, Docker, VMware vCenter, VMware VROps, VMware APIs (vCenter and NSX REST and Python-based libraries), industry cloud provider APIs (Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP)) and databases (Couchbase, MS SQL, ServiceNow).
* Primary developer consulted on architectural processes/flows creation for proof-of-concept (PoC), present and future-state GitLab CI/CD-based automated cloud template creation and provisioning processes for on-premises/private cloud initiative(s).

Prior roles/experience (> 5 years)

* Infrastructure Engineer, USAA, Virtual Hosting Services (2014 – 2018)
* Computer System Engineer, USAA, Windows Server Management (2012 – 2014)
* Senior Content Coordinator, USAA, Web Content Management (2010 – 2011)
* Systems/Software Engineer, USAA, Voice Operations/Call Center Application Development (2006 – 2010)
* Computer-Communications Specialist, United States Air Force (1998 – 2002)