

Myles Varns

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EXPERIENCE

Immersive Labs – Bristol, United Kingdom

Senior Integration Engineer

January 2023 – February 2024

Skills/Technology Used: CLI, Ruby, Python, Bash, Documentation, APIs, SQL, Troubleshooting, Workato, Containers

- Implemented and maintained custom and standard integrations within the codebase and via external SaaS tools
- Developed automation and documentation processes to improve our data extraction, hygiene, and usability
- Operated as the SME and primary engineer in researching and developing solutions related to the integration of platform features and data into a customer's internal environment and tooling
- Developed and implemented integration features that assisted in Forrester Wave naming Immersive Labs a leader in 'Cybersecurity Skills And Training Platforms'
- Integrations built were for software in categories such as LMS, LXP, HRIS, SEIM, CRM, Git, and BI tools

Senior Integration Consultant

January 2022 – Jan 2023

Skills/Technology Used: Ruby, Python, JavaScript, PowerShell, Bash, Documentation, APIs, Troubleshooting, Consulting

- Created the role within the company and documented the implementation and maintenance process for SSO and GraphQL/xAPI based integrations
- Scoped and proof of concept tested multiple flat-file data feeds and API integration methods to meet customers and other third party needs
- As the SME, I operated as the advisor and technical resource for external customers, internal leaders and product engineering teams
- Gathered information from clients to return data to leadership on what the needs are for integration related services and features

Pluralsight – Draper, Utah

DevOps Engineer

March 2021 – December 2021

Skills/Technology Used: SQL, Snowflake/Postgres, AWS, CLI, Bash, TCP/IP, PowerShell, APIs, Containers

- Handled procurement and development of new tooling and processes with third parties to increase integration efficiency and to expand integration offerings
- Maintained internal tooling and external SaaS products used within the integration pipelines
- Facilitated the handoff of integration responsibilities from the data team into a dedicated Integrations team

Senior Integration Engineer

August 2019 – March 2021

Skills/Technology Used: SSO, APIs, Python, PowerShell, SQL, Troubleshooting, Consulting

- Responsible for designing, implementing, and maintaining SSO, flat-file data feeds, and custom API integrations with customers and other third parties
- Regularly managing 30+ transactional projects at a time while also contributing to the knowledge base and developing new integration pipelines to increase product adoption
- Operate as an advisor and technical resource for internal and external customers
- As a member of a team of four, I executed and delivered personally on over \$2 million of services in the 2020 year while our team delivered \$7 million
- Integration development focus was for software in categories such as LMS, LXP, HRIS, IdP, CRM, SAST/DAST, and BI

DealerSocket – Draper, Utah

Consultant/Customer Success Manager

December 2018 – July 2019

Skills/Technology Used: HTML, PowerShell, SQL, Troubleshooting, Consulting

- Act as a liaison for customer to internal departments such as Data and Engineering
- Communicate with and educate customer and internal employees on product functionality and various integrations to increase productivity
- Continue to analyze data by writing complex SQL queries to identify root causes of issues and develop complex solutions to resolve these data-related problems proactively before involving Data team
- Responsible for reducing customer attrition in territory by little over 30% through showing value of the products as a trusted advisor and quarterbacking the resolution for all customer issues

Senior Data Analyst/Engineer

January 2016 – December 2018

Skills/Technology Used: HTML, PowerShell, Bash, SQL, MS Server Administration, Troubleshooting

- Experience in designing and implementing custom code for internal Engineering and Product departments by developing Stored Procs, scripts, ETL processes (DTS and SSIS), and other code to optimize productivity through automation
- Responsible for the creation, maintenance, and future development of customer databases and integrations
- Solely responsible for the implementation and maintenance on the servers and databases for all dealerships that use DealerSocket products in Australia; assisted with dealerships in Canada and U.S.
- Have led specialized analysts in projects and have experience in delegating tasks as a squad lead in projects such as assisting other vendors with database design for difficult customer requests
- Surpassed metrics and KPI with an average of 145% efficiency per quarter

Senior Customer Support

August 2015 – January 2016

Skills/Technology Used: HTML, Troubleshooting, Consulting

- Regularly assigned special projects and completed all regular duties while assisting with work outside of my normal responsibilities
- Assisted in training of new hires and developed technical write-ups for support for ongoing training over new product features as they were released
- Provided technical and best practice support for over 7000 customer organizations
- Surpassed metrics and KPI with an average of 164% efficiency per quarter

SKILLS & TECHNOLOGY (MOST RECENTLY USED)

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|--------------|----------------------|----------------------------------|
| • SQL | • GraphQL/REST/SOAP | • Metasploit/Armitage |
| • PowerShell | • Ruby | • Containerization Technology |
| • Bash | • TCP/IP | • Linux/MS Server Administration |
| • JavaScript | • SDL/SDLC | • OPNsense/pfSense |
| • Python | • SSO/Authentication | • Proxmox Hypervisor |

EDUCATION

Western Governors University – Master of Science

January 2021 – June 2021

Cybersecurity and Information Assurance

Norwich University - Bachelor of Science

January 2019 - June 2020

Cybersecurity

Emphasis: Information Warfare and Computer Forensics

REFERENCES

Available upon request