Rick Rocklin

Phoenix

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Summary

A lead information technology associate specializing in x86 Virtualization (VMware), Cloud infrastructure and Systems Analysis with progressively increasing responsibilities. Consistently recognized for providing excellent client server and delivery in an IT managed services environment.

Experience

WF Lead Infrastructure Engineer (EUC)

Wells Fargo

Sep 2021 - Present (2 years 2 months)
Design and test operating GitOps framework, Architecture and engineering activities related to End User Computing Platform, Consult at the highest technical level with clients and IT management related to design, planning, integration, implementation, scalability, problem definitions and resolution of End User Compute platforms, Design and deliver fully automated solutions using Ansible and other tools

WF Cloud Platform Engineer (PaaS)

Wells Fargo

Jul 2020 - Sep 2021 (1 year 3 months)
Supporting and maintaining PaaS. Primarily responsible for the design, build, and support of Cloud Foundry and Kubernetes. Consult at the highest technical level with clients and IT management related to design, planning, integration, implementation, scalability, problem definitions and resolution of PaaS hosted applications. Responsible for building PaaS environments, developing and maintaining automation scripts, patching, and performance for the overall health of all PaaS environment. Testing product enhancements, and upgrading platforms.

WF Cloud Platform Engineer (IaaS)

Wells Fargo

Jul 2018 - Jul 2020 (2 years 1 month)
Supporting and maintaining IaaS. Primarily responsible for the design and engineering related to the VMware vRealize Suite products. Consult at the highest technical level with 3rd parties and IT management related to design, planning, integration, implementation, scalability, problem definitions, and resolution of IaaS platform. Testing product enhancements, and upgrading platforms.

WF Virtualization Engineer

Wells Fargo

Jan 2008 - Jul 2018 (10 years 7 months)
Primary responsibilities include engineering tasks related to the enterprise x86 VMware offering at Wells Fargo. Including but not limited to proof of concepts, engineering and defining new process, automation,

documentation and training, escalation point for support analysts, certification and deployments of new services including all product lines from VMware and other vendors, design and design reviews.

WF Web Engineer

Wells Fargo

Sep 2007 - Jan 2008 (5 months)
Provide top-to-bottom hosting services for over 50 significant internal customers. Collaborate with internal groups to realize and implement robust but cost-effective solutions meeting business objectives. Manage 150+ remote Windows and Linux physical and virtual servers supporting dozens of custom N-tier applications using tailored industry-standard platforms and architectures such as .NET, MS-SQL, MSCS, Apache, Tomcat, etc.

Emergency Response Team Engineer

Jul 2006 - Sep 2007 (1 year 3 months)
Primarily responsible for delivering an immediate response on high priority troubles to clients and employees by performing both support activities and analysis for new and existing clients within the financial services sector. Domain administrator for 80+ multi branch community banks. Providing remote desktop and network support, providing on-site desktop and network support. Deliver both a responsive and enjoyable experience to customers, while providing remote LAN/WAN management and engineering services in a team environment. This includes but not limited to improving the efficiency and effectiveness of customers by proactively auditing and supporting their PC and networking needs. Internal training. Working in a team with Network Administrators, Network Engineers, Project Managers, Relationship Managers & Security Professionals in a single point of contact environment.

Technical Support Consultant

May 2005 - Jul 2006 (1 year 3 months)
Duties include phone/remote support in a Single Point of Contact environment. Network Administration for 30+ financial institutions. Troubleshooting desktop/server environments. Multi-tasking.

Network Analyst

TeleSpectra, LLC

May 2004 - Apr 2005 (1 year)
Duties include answering phones for home user ISP, business level transport and access, and video switching backbone with great customer service. Coordinating / dispatching techs. Troubleshooting home user internet and business level circuits (wireless radio / physical). Multi-tasking. Being organized for highly sporadic busy times, and finding work during slow. Network monitoring via HP-Openview. Video/Audio switching.

Education

DeVry University

Bachelors, Network and Communications Management
2002 - 2005

Licenses & Certifications

VMware Certified Professional 4 (VCP4) - VMware, Inc.

Issued Aug 2010 - Expires Feb 2012

VMware Certified Professional on vSphere 5 (VCP5) - VMware, Inc.

Microsoft Certified: Azure Fundamentals - Microsoft

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