**Lance Powers**

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**Senior Systems Engineer**

***Dynamic Leader with 18+ Years of Expertise in Systems Administration, DevOps, & Project Management***

Versatile and experienced senior systems engineer offering expertise in systems architecture, cloud infrastructure, and data analysis. Proven track record of developing, executing, and troubleshooting systems aligned with organizational priorities with a focus on continuous process improvement, adaptability, and reliability. Deep technical expertise combined with an understanding of the importance of cross-functional leadership, innovative solutions, and strategic thinking. Collaborative professional focused on building relationships to produce highly effective teams, increase productivity, and improve outcomes.

**CORE COMPETENCIES**

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| --- | --- | --- |
| * Systems Administration | * Project Management | * Systems Engineering |
| * Technical Operations | * Data & Analytics | * Cross-functional Leadership |
| * Stakeholder Management | * Systems Architecture | * Technical Leadership |
| * Strategic Planning | * Process Optimization | * Quality Management |

**PROFESSIONAL EXPERIENCE**

***CSC Global 2023 – Present***

**Senior Systems Engineer**

* Oversaw a portfolio of 15+ technical projects focused on continuously improving internal systems, integrating lean and agile methodologies to optimize workflow efficiencies that supported $2MM+ in annual revenue.
* Implemented a series of cost savings initiatives to reduce operational spend by $1.2MM, analyzing licensing and infrastructure needs to identify opportunities to resize 8+ OpenShift clusters.
* Supervised a cross-functional team of 5+ systems engineers and technicians, spearheading Tier 3 level support for high-level incidents to resolve 90% of issues while driving continuous improvement within the organization.
* Developed a suite of 10+ automation tools to support disaster recovery operations, partnering with 2+ senior leaders and key stakeholders to successfully migrate virtual machines from the data center to the disaster recovery site.

***OneMain Financial*** ***2019 – 2023***

**Senior Systems Engineer**

* Led technical operations focused on software architecture, deployment, and support for 10+ advanced financial analytics platforms, overseeing systems administration and documentation for projects valued at $5MM+.
* Managed a technical team of 3+ systems engineers and data analysts, serving as the lead project manager and technical liaison to collaborate with product SAS to drive key initiatives for 1K+ active users.
* Integrated an innovative solution to resolve a critical ticketing issue with Kerberos platform, identifying connection issues and uploading a patch to ensure operational readiness for 1K+ users.
* Spearheaded the planning and launch of 3+ bastion servers that improved workflow efficiencies for remote engineers, implementing new processes that allowed 3+ systems engineers to connect from their own jump box to the servers.

***Endurance International Group (Newfold Digital)*** ***2013 – 2019***

**Senior Systems Architect (2016 – 2019)**

* Managed a technical team of 15+ systems engineers and developers to drive enterprise-wide projects, developing standard operating procedures to support 25K+ global servers across India, Singapore, Brazel, Netherlands, and the US.
* Partnered with 5+ senior leaders and international stakeholders to drive incident response protocols, collaborating with operations teams to integrate code changes and mitigate DDoS attacks for 10+ locations.
* Developed a Perl script to optimize 90K+ WordPress sites that had compromised PHP scripts, writing custom regular expressions and ClamAV signatures to successfully clean up websites.

**Systems Architect (2013 – 2016)**

* Led a portfolio of technical operational requirements to ensure site reliability for 3MM+ websites, creating a systematic workflow to ensure a 24/7/365 on-call schedule for 5MM+ customers.
* Collaborated with 30+ senior systems administrators to support high-level incidents and escalation cases, resolving issues with detailed root cause analysis while efficiently maintaining service level agreements with customers.

***HostGator*** ***2008 – 2013***

**Senior Systems Administrator, Linux**

* Built 50+ tools to proactively check for problematic servers to support systems administration requirements, analyzing customer trends to troubleshoot and repair server issues, pinpoint root causes, and implement innovative solutions.
* Spearheaded a series of systems administrative and networking initiatives for a cross-functional department of 100+ technical associates, implementing process optimizations to support projects aligned with organizational priorities.

***SITCO, LLC*** ***2005 – 2008***

**Systems & Network Administrator**

* Provided support for 1K+ residential and business customers through various systems and network support requirements, communicating with clients through phone and email to efficiently resolve issues.

**CERTIFICATIONS**

**CompTIA Security+ Certificate** *– CompTIA*

**CompTIA Linux+ Certificate** *– CompTIA*

**Red Hat Certified System Engineer & Administrator** *– Red Hat*

**Linux Foundations Certified System Engineer & Administrator** *– Linux Foundations*

**TECHNICAL SKILLS**

**Languages:** *Bash, Perl, PHP, Python, MySQL/MariaDB, PostgreSQL, JIRA, Confluence, Git, XML, SQL*

**MySQL:** *LAMP, nginx, Lighttpd, Varnish, Percona, MariaDB and Galera*

**Operating Systems:** *CentOS, Linux, Mac OSX, RHEL, AlmaLinux, Debian, Ubuntu, FreeBSD, Proxmox, and ESXi/vSphere*

**API:** *RESTful, SOAP*