

# Ryan Gravlin – Resume

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<b>Address</b>	28 LANTERN WAY, SHIRLEY, MA 01464	<b>Mobile Phone</b>	+1 (239) 227 6331
<b>Date of Birth</b>	20 <sup>th</sup> December 1981	<b>Email</b>	ryan.gravlin@gmail.com
		<b>GitHub</b>	<a href="https://github.com/rgravlin/resume">https://github.com/rgravlin/resume</a>

## Education

<b>2000</b>	High School - Nashoba Regional High School
<b>2008</b>	Associate of Arts - Florida SouthWestern State College

## Employment History

<b>2019 - Present</b>	<b>Ultimate Software / UKG, Weston, FL, United States</b> <i>Senior Cloud Engineer</i> <ul style="list-style-type: none"><li>• Member of Cloud Platform Group providing a developer centric cloud platform abstraction</li><li>• Member of Observability team providing managed services for InfluxDB, ELK, and Sensu</li><li>• Maintained alerting system of 12,000 clients</li><li>• Influx Metrics stack writing 250,000 metrics per second globally</li><li>• ELK stack writing 100,000 logs per second globally</li><li>• Created custom Kubernetes native metrics routing based on Kubernetes labels</li><li>• Created Elasticsearch shard initializer to alleviate scaling issue</li><li>• Created Elasticsearch shard watcher to monitor problematic indices</li><li>• Created and implemented InfluxDB to Kubernetes InfluxDB migration strategy</li><li>• Platforms: OpenStack/GCP/Kubernetes, CICD: GitLab, BitBucket, Concourse, Helm, Chef, Languages: Golang, Python, Bash</li></ul>
<b>2015 - 2019</b>	<b>CareCloud Corporation, Miami, FL, United States</b> <i>DevOps Engineer/DevOps Team Lead - Manager of DevOps</i> <ul style="list-style-type: none"><li>• Designed and successfully implemented migration plan for private data center to Amazon Web Services</li><li>• Designed Google Cloud Platform organizational and permission structure that fulfills business and compliance requirements</li><li>• Designed and deployed HIPAA compliant ELK stack using Elasticsearch 6.5 on EC2 and ECS</li><li>• Responsible for managing and helping to resolve production platform issues by creating incident response teams that resolved production issues</li><li>• Platform: AWS/GCP Resources, CICD: Bamboo, AWS/GCP Builders, Terraform, Chef, Ansible</li></ul>

- 2009 - 2015**      **Baystate Office Solutions, Maynard, MA, United States**  
*Computer Repair Technician and Technical Support*
- Performed remote, on-site and in-house repair of desktops, laptops, and servers
  - Deployed small business VoIP TalkSwitch and FortiVoice phone systems
  - Installed CCTV and NVR surveillance systems, analog and IP cameras
  - Installed and maintained backup disaster recovery systems for customers
  - Used Zenith MSP software to manage customer networks and servers
  - Utilized SharePoint and Microsoft Access internally for automated updates of distributor inventory and export to eCommerce websites
- 2009 - 2009**      **Eliza Corporation, Beverly, MA, United States**  
*IT Specialist*
- Supported 150+ user base consisting of 1500+ workstations and servers in a team environment
  - Maintained Windows environments
  - Maintained network monitoring systems
  - Implemented security remediation based on 3rd party automated scanning
- 2004 - 2008**      **New Vision Consulting, Naples, FL, United States**  
*IT Consultant and Support*
- Maintained multiple client networks, ranging from 5-50 workstations
  - Recommended and implemented remediation based on business requirements
  - Implemented network and server migrations
  - Consulted with clients and made recommendations based on business needs and constraints
  - Attempted to find alternative solutions for clients such as using free software
- 2000 - 2001**      **iConverse, Waltham, MA, United States**  
*Linux System Administrator*
- Supported 150 user base consisting of 300 workstations in a team environment
  - Maintained a Windows and Linux server environment
  - Created iConverse intranet website and designed in Perl an IT Request Ticket System
  - Provided Windows NT 4.0/2000 Server installations
  - Helped manage Windows NT Domain
- 1998 - 2000**      **Baystate Business Machines, Maynard, MA, United States**  
*Computer Repair Technician and Technical Support*
- Performed remote, on-site and in-house repair of desktops, laptops, and servers