

Nicholas Santiago

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Objective

To take over the world.

Relevant Professional Experience

The Cigna Group Architecture Senior Advisor	USA – Remote – Full-Time October, 2019 to Present
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- Adopted a cloud-native architecture for customer-facing web portals at a global healthcare service provider, harnessing Docker, Kubernetes, Red Hat OpenShift, and offerings from Amazon Web Services.
- Designed zero-touch CI/CD pipelines for customer-facing web portals at a global healthcare service provider, harnessing GitHub, GitHub Actions, GitLab, Tekton, Jenkins, Red Hat OpenShift, and AWS Elastic Kubernetes Service.
- Programmatically provisioned cloud and on-premise resources using Terraform, ensuring a homogeneous environment across various the various levels of the software development lifecycle.
- Seamlessly migrated applications from legacy virtual machine-driven applications to containerized applications in a combination of public and private clouds.
- Directly managed a team of early-career associates entering the technology workforce.

The Cigna Group Architecture Advisor	USA – Remote – Full-Time July, 2018 to October, 2019
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- Created continuous integration and continuous delivery pipelines for over three hundred deployable artifacts, serving over twenty scrum teams.
- Designed the data flow for a new iteration of customer-facing web applications.
- Provided support to onsite and offshore developers.

The Cigna Group Infrastructure Engineer Sr. Specialist	USA – Remote – Full-Time June, 2016 to June, 2018
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- Automated processes and improved efficiency in the deployment of middleware applications being used by Cigna and its trading partners.
- Created the build and deployment pipeline for a new stack of software applications being built on Node.JS and Spring Boot, with automated configuration for Nginx and HA Proxy in all levels of the software development life cycle.
- Adopted and led a scrum team in an early iteration of Agile within the enterprise.

Pro Unlimited @ The Cigna Group Infrastructure Engineer Sr. Specialist	USA – Remote – Contract June, 2016 to June, 2017
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ProctorFree, Inc. USA – Remote – Contract
DevOps Engineer April, 2015 to April, 2016

- Maintained the public and private cloud server infrastructure of a web application service provider, working with colleges, universities, and accreditation agencies.
- Evaluated and implemented various tools for systematizing and automating new services, packaging and deployment of code and system updates.
- Implemented redundant high availability to the company's cloud, allowing their software stack to survive maintenance and outage scenarios.

RealTech, LLC USA – Remote – Full-Time
Linux Systems Administrator March, 2014 to July, 2014

- Maintained the public and private cloud server infrastructure of a web application service provider, directly providing service to mortgage companies throughout North America.
- Installed and rebuilt servers, configured hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements.
- Performed daily system monitoring, verified the integrity and availability of all server resources, systems and key processes, reviewed system and application logs, and verified completion of scheduled jobs.
- Applied operating system and package patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configured and added new services as were necessary.

iFAX Solutions Norristown, Pennsylvania – Full-Time
Technical Support Engineer December, 2012 to September, 2013

- Provided support to customers and integration partners on the evaluation, purchase and implementation of enterprise-grade facsimile server software.
- Integrated facsimile server software with varying PBX platforms, including Cisco Unified Call Manager, Avaya Aura, Nortel BCM, Asterisk, and Switchvox.
- Troubleshoot operating-system-level and network-level issues with customer systems running various versions of enterprise facsimile server software on varied distributions and versions of Linux.
- Built and upgraded custom telephony and facsimile servers to facilitate orders received by customers.

Community Action of the Lehigh Valley Bethlehem, Pennsylvania – Full-Time
Director of Information Technologies October, 2003 to December, 2012

- Served as the Chief Technology Officer for the largest non-profit human services agency in Pennsylvania's Lehigh Valley region, serving the third largest metropolitan region in the Commonwealth.
- Composed and implemented strategic technology plans, setting the agency's technological goals to match with the overall strategic plan as approved by the Board of Directors.
- Implemented strategic plans for the use and evolution of technology within the agency, employing the use of Cloud software, platform and infrastructure solutions.
- Supervised a staff of three, served as the senior Linux system administrator and assisted the Windows system administrator.
- Implemented and enforced security policies to govern appropriate use by employees, contractors and guests.
- Initiated, planned, and implemented a full-scale integration of an MPLS IP network throughout a two-county footprint of ten locations, serving over 100 employees.

Core Technical Competencies

- Linux Distributions: Red Hat Enterprise Linux, CentOS, Rocky, Fedora, Debian, Ubuntu, Alpine
- Ansible and Shell scripting
- Jenkins CI/CD
- Git, GitLab CI, GitHub Actions, Tekton, Concourse CI
- IBM UrbanCode Deploy
- IBM WebSphere Application Server
- Spring Boot Java Framework
- Amazon Web Services (EC2, ELB, S3, RDS, Route 53, VPC)
- Containerization (Docker, Podman, Kaniko, Kubernetes, Swarm)
- Cloud Service Implementation (SaaS, IaaS, PaaS)
- MySQL, MariaDB, PostgreSQL, MongoDB, Redis
- Vodia, 3CX, Asterisk and Switchvox IP PBXs
- NEC, Avaya, Nortel, and Executone key telephone and PBX systems
- TCP/IP networking

Recent Education and Certifications

Amazon Web Services Certified Cloud Practitioner	Seattle, Washington
Red Hat DO180 – Containers, Kubernetes, and Red Hat OpenShift DO288 – OpenShift Development I: Containerizing Applications	Raleigh, North Carolina
Cloudera Cloudera Search & Data Analyst	Palo Alto, California
Cisco Systems Small and Medium Business - Account Engineer	San Jose, California
Lackawanna College Act 49 Law Enforcement Academy	Scranton, Pennsylvania