

S R . M A N A G E R , I N F R A S T R U C T U R E E N G I N E E R - R E M O T E

25+ years of experience managing teams to architect cloud computing platforms and execute DevOps best practices while building and maintaining highly available infrastructures and technology stacks capable of supporting end-to-end development, testing, and deployment functions.

Known for architecting AWS infrastructure to support Mobile Passport and Airside Mobile platforms. Distinguished history of streamlining development processes and facilitating automated build and release cycles by establishing a cloud-based Continuous Integration (CI) release platform. Reputed for executing disaster recovery measures, establishing security controls, and strengthening regulatory compliance (SOC2 and PCI) to ensure operational continuity and enhance data protection across production environments. Notable system administration background across multiple platforms, including Red Hat Enterprise, IBM AIX, Sun Solaris, OEL, and CentOS. Deep knowledge of CI / CD practices with a knack for developing automated scripts and building OS template build processes. Strong cross-functional teaming skills with the ability to develop business cases and gain investment support for platform expansion and envision and effectively evangelize the future of the organization's digital ecosystem. Strong Focus on DevSecOps practices and pushed for a zero-trust secret architecture using Hasicorp Vault

CORE COMPETENCIES

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| ◆ Infrastructure Engineering Management | ◆ Strategic Planning & Execution | ◆ Team Leadership & Training |
| ◆ Project Lifecycle Management | ◆ CI / CD Best Practices | ◆ Cross-Functional Teaming |
| ◆ System Administration | ◆ DevOps Methodology | ◆ SOC2 Compliance |
| ◆ Container-Based Deployments | ◆ IT Service Management | ◆ AWS / Cloud Computing |
| ◆ Microservices Architectures | ◆ Data Backup Management | ◆ Performance Analysis/Monitoring |
| ◆ Disaster Recovery Planning | | ◆ Network Troubleshooting |

PROFESSIONAL EXPERIENCE

DIRECTOR OF OPERATIONS | Airside Mobile, Remote

Oct 2018 – Present

Deliver leadership to design and implement a DevOps program to ensure maintenance of the Airside mobile AWS platform. Architect and support all AWS services and back-office applications to enhance infrastructure capabilities, optimize system performance, and drive operational efficiency.

- Designed and implemented an AWS (Amazon Web Services) GovCloud architecture to support the Mobile Passport platform and the Airside Digital Identity app enabling secure and compliant operations, seamless scalability, and improved performance for the platform.
- Architect a Docker environment utilizing HashiStack (Nomad, Consul, Vault) to support multiple environments.
- Provided comprehensive support for Airside's mobile architecture while building an AWS platform.
- Developed a cloud-based Continuous Integration release platform (leveraging the CircleCI/Jenkins platform), resulting in streamlined software development processes and automated build and release cycles.
- Attained a 90% CIS (Center for Internet Services) compliance audit score by implementing AWS Security Hub.
- Maintained 99.99% availability for the Airside Mobile platform while maintaining infrastructure, executing disaster recovery measures, and significantly reducing system downtime.
- Successfully achieved multiyear SOC2 compliance on the AWS platform by executing security controls, coordinating audits, and aligning overall operations with regulatory standards.
- Successfully transitioned Mobile Passport backend out of a datacenter and into a highly available HashiStack (Vault, Nomad, Consul) in the AWS GovCloud environment.

PRINCIPAL DEVOPS ENGINEER | TSA Secure Flight, Annapolis Junction, MD

Jul 2016 – Oct 2018

Fulfilled the mandate to build an environment stack capable of supporting end-to-end development, testing, and deployment functions. Enhanced OS builds and application deployment processes by employing DevOps best practices and methodologies.

- Enhanced security and compliance measures for AIX and Red Hat operating systems by executing robust controls and conducting thorough assessments in line with industry standards and regulatory requirements.
- Ensured consistent OS configurations and baselines while developing and implementing new template automation practices.
- Drove compliance across all operating systems (OS) by developing Chef cookbooks.
- Devised Terraform plans for IBM PowerVC and vSphere environments, enabling efficient provisioning and management of AIX and Red Hat-based hosts.
- Established chef cookbook development workflow by leveraging PowerVC and test-kitchen. Designed and implemented the entire Chef infrastructure within a fully air-gapped environment.

- Lead the first implementation of DevOps practices in DHS.

SR. SYSTEMS ADMINISTRATOR & STAFF SYSTEM ADMINISTRATOR | Neustar, Sterling, VA

Sep 2011 – Jun 2016

Led teams to oversee the completion of a migration project with 1000+ critical machines across a private cloud environment. Supported administrators in the production and migration of Oracle and Postgres databases. Ensured continuity of business operations by supporting disaster recovery (DR) exercises between data centers while executing production cutovers during weekends. Remediated various access, performance, hardware, and tuning issues related to new server builds and existing server environments.

- Built Linux physical and virtual servers for production environments and facilitated smooth migration of contingency servers between primary and secondary data centers using PXE and kickstart methodologies.
- Transformed the physical infrastructure into a virtualized environment using technologies such as DD and Clonzilla.
- Built and implemented an efficient HP ProLiant Support Pack (PSP) installation process on over 1500+ Linux systems.
- Discovered OS installation defects that prevented the predictive system from rebooting while creating a technical process.
- Spearheaded technical aspects for the company's first-generation installation of Big Data (using Hadoop/HIVE) that included 40 node configurations with a storage capacity of 2 petabytes.
- Developed and tested the creation of all Infrastructure Chef cookbooks. Ensured the creation and installation of all application requirements for the NPAC development hosts while creating the new cookbooks.
- Optimized the software distribution process across all U.S.-based data centers by developing internal YUM repositories.
- Enabled continuous deployment practices by developing an optimal kickstart and Chef bootstrap process.

STORAGE ENGINEER

Apr 2011 – Oct 2011

Authored an offsite tape rotation procedure for iron systems' offsite storage, ensuring secure and efficient data backup and recovery processes. Documented an offline tape recovery process for audit and SOX (Sarbanes-Oxley) compliance purposes. Formulated a comprehensive procedure for EMC Data Domain replacement disks and established systematic health checks.

- Carried out backup/data restoration functions for an environment with 2000 systems while leveraging HP Data Protector.
- Contributed to deploying the new Quantum Tape library and migrating the existing StorageTek library, comprising multiple de-duplication and monthly tape rotation.
- Implemented TACACS+ and LDAP access integration on existing Cisco MDS fiber switches to enhance network security, streamline access control, and facilitate centralized authentication and authorization processes.
- Built RPM package for HP DataProtector backup software, enabling seamless installation with zero post-installation tasks.

NETWORK OPERATIONS SPECIALIST

Jun 2010 – Apr 2011

Drove validation of DNS serial numbers by developing scripts. Ensured smooth flow of network operations by monitoring and troubleshooting technical issues. Created and configured new user accounts within the Radius and ACE systems. Resolved the remote login problems for internal users, LTI customers, and registrars.

- Provided customers with secure and reliable system access while setting up new and replacement Secure ID Tokens.
- Minimized outages by conducting root cause analysis in collaboration with cross-functional groups.

TELECOMMUNICATIONS ENGINEER

Jun 2006 – Jun 2010

Ensured proper maintenance of all wireless communication devices by rendering seamless technical support. Supported sales managers in tracking all stats and team performance while exporting Avaya Call center statistics to Salesforce.com.

- Successfully completed MAC (Moves, Adds, and Changes) for over 1000+ Neustar employees in corporate headquarters.
- Improved customer experience and enhanced operational efficiency by ensuring proper maintenance of 30+ Avaya call centers in multiple offices with advanced call routing.
- Oversaw an open-source PBX environment based on Asterisk and freePBX while managing 900+ SIP endpoints in 5 countries.
- Reduced corporate wireless budget by 20% while auditing wireless phones and verifying users and the status of phones.
- Facilitated migration of the telecom inventory information from Excel sheets to a cloud-based application by supporting the implementation of a TEMS (telecom expense management system).
- Minimized outages and achieved 50% elevation in performance by deploying HylaFAX/IAXmodem configuration for Linux-based systems to move away from legacy Windows-based fax applications.
- Led all technical aspects for successfully migrating digital phones to IP, improving efficiency, and driving cost savings.
- Integrated SIP trunks from Verizon SIP gateway (ACME Packet) by building and configuring Avaya SES.

ADDITIONAL EXPERIENCE

Network Operations Specialist | Neustar, Sterling, VA | Nov 2004 – Apr 2006

Enterprise Systems Administrator | EHI Camden, NJ | 1997 - 2002

EDUCATION & CERTIFICATIONS

Red Hat Certified Systems Administrator RHCSA 130-058-381

SME ITIL®v3 Foundation Certificate in IT Service Management

HP Online HP Virtual Connect HK758S

HP SIM and Insight Control HK756S + HK757S

Blue Ridge Community and Technical College MCSE Windows 2000

Avaya Aura Communication Manager Administrator