

# Shawn Stark

## Automation Engineer

Five years of experience automating tasks in an enterprise environment. Developed and maintained an application with over 28k executions in 2021 to streamline the processing and validation of access lists within Cerner's Federal network environment and to aid in troubleshooting efforts with counterparts at the DoD and VA.



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## TECHNICAL SKILLS

### Programming

Python, VBScript, GitHub, Linux

### Automation

Palo Alto API, Cisco ACI API, Cisco Routers and Switches, FortiGate Firewalls, HPNA

### Networking

Palo Alto, Cisco Routing/Switching/ACI/FabricPath, FortiGate, F5, NetScaler, Netscout

### Security

STIG, ATO/ATC Compliance

### Ticketing

Remedy, ServiceNow

### Other

Microsoft Excel/Word/PowerPoint, PC Troubleshooting/Repair



## WORK EXPERIENCE

### Network Engineer II (Federal)

Cerner Corporation

12/2020 - Present

#### Achievements/Tasks

- Automated the processing of PPSM (Ports Protocols and Service Management) spreadsheets, reducing, or eliminating processing time for the infrastructure team and aiding multiple teams across the federal region in troubleshooting efforts.
- Created automation script to aid other teams in moving their own servers between networks, dramatically boosting their service delivery time while freeing infrastructure engineers up for other tasks.
- Created automated monitoring of CRC errors for ACI interfaces, allowing the federal network infrastructure team to be proactive in identifying issues before they impact service delivery.
- Provided mentorship and training for several new associates.
- Improved service delivery times, with a 98.63% on-time percentage in 2021, and balanced workloads across the federal network infrastructure team, using automation capabilities in Remedy by creating, maintaining, and running a ticket assignment system.
- Supported Cerner's Federal contract with heavy engagement in wave rollouts to multiple sites for both the DoD and VA contracts.

### Network Engineer I (Federal)

Cerner Corporation

07/2017 - 12/2020

#### Achievements/Tasks

- Created application for access-list verification within the Federal enclave. In 2021 it is estimated to save over 600 working hours for the federal infrastructure team and over 1800 days in server deployment.
- Collaborated with other teams to expand the access-list verification application across the federal region, drastically reducing, and sometimes eliminating, service delivery time and troubleshooting for multiple teams. The use of this application is now widespread and far-reaching.
- Increased awareness and response time by creating an automated ping monitoring script for use during routine maintenance.
- Created, managed, and maintained templates and baseline scripts to ensure configuration uniformity, in addition to STIG (Security Technical Implementation Guide) compliance, across the network infrastructure.
- Leveraged automation to perform STIG checks to maintain ATO/ATC requirements. Recognized and awarded by leadership for efforts in federal ATO (Authorization to Operate) audits.

## WORK EXPERIENCE

### Security Operations Center Engineer I

Optiv Inc.

11/2015 - 07/2017

#### Achievements/Tasks

- Worked on the first-ever client-specific security support team within the origination, setting the standard for similar teams.
- Monitored alerts that come in from client devices to keep the client notified and try and determine the root cause.
- Performed routine health checks on client devices to ensure they are up to date on things like licenses, signatures, passwords, backups, IPs tunings, and routine reboots.
- Created several scripts in VBScript to automate tedious processes.
- Facilitated calls between the client and the vendor.
- Opened, updated, and tracked trouble issues via the Service Now ticketing system.

### Service Desk Support Analyst Tier 1

Pomeroy

04/2015 - 11/2015

#### Achievements/Tasks

- Provided first level end user support for Blue Cross and Blue Shield employees.
- Utilized tools such as Active Directory, Remote Assistance, and VMWare to assist end users with password resets, configuration troubleshooting, and connectivity issues.
- Provided support for Blue Cross and Blue Shield's proprietary software, Facets.

### Laptop Technician

Heartland Services

04/2014 - 04/2015

#### Achievements/Tasks

- Number 1 performing technician from December 2014 – March 2015.
- Performed the testing, diagnosis, troubleshooting, and repair of Panasonic Toughbook laptops.
- Assisted in training new technicians.

## EDUCATION

### Bachelor of Science in Network Communications Management

DeVry University

01/2014 - 06/2017

Cumulative GPA 4.0

## CONTINUING EDUCATION/TRAINING

#### DevOps Training at CloudAcademy (05/2022 - Present)

- Currently Studying - Certified Entry-Level Python Programmer
- Up Next - AWS Certified Cloud Practitioner

#### Oracle Cloud Infrastructure (OCI) (05/2022 - Present)

- Currently Studying - OCI Foundations Associate
- Up Next - OCI DevOps Professional