

HIGHLIGHTS OF QUALIFICATIONS

- Agile Scrum Project Management
- Jira/Confluence
- Slack
- Ansible Network Automation
- Docker
- Docker Compose
- DevOps
- Customer Centric Solution Selling
- Skilljar
- SharePoint
- Windows
- Linux
- MS Office 365
- Process Analysis
- NetQoS
- LogicMonitor
- PagerDuty
- Serverless Functions
- IT Support Fundamentals
- Dynamic Problem-Solver
- Data Center Infrastructure
- Process Improvement
- VMWare/vCenter/ESX
- Remedy Enterprise Incident Management
- Articulate/Rise/Storyline 360

LANGUAGE/PROTOCOL/TECHNOLOGY FLUENCY

- Python
- Groovy
- YAML
- Ansible
- Rest
- Postman
- HTML5/CSS 3/JavaScript
- Perl
- NetFlow/IPFIX
- TCP/IP
- Class Based QoS
- SNMP
- WMI
- SSH/Expect
- PHP
- Regex
- SQL/PostgreSQL
- Spanish (Read/Write/Speak)

SIGNIFICANT PROFESSIONAL SUCCESSES

CONVERTED team project methodology from inefficient waterfall process to customized and adapted Agile Scrum methodology, increasing team deliverable output by 300% during COVID lockdown.

AUTOMATED inventory discovery and management information sharing integration, allowing for “book” inventory to be updated and validated against “discovered” inventory through LogicMonitor and ConnectWise.

IMPROVED engagement and participation in LogicMonitor online user community by 587% YoY.

DEVELOPED bidirectional ticketing integration between LogicMonitor, PagerDuty, and ConnectWise utilizing serverless/cloud infrastructure

DESIGNED an enterprise Level 1 Network Operations Center (NOC) including supporting applications, databases, workflows, and processes to ensure seamless transition from outsourced NOC to in-sourced NOC. Resulting in \$10M/year decrease in operational expenses for Network Operations.

ENGINEERED and **DEPLOYED** an alarm aggregation and event management system using southbound integrations to the enterprise ticketing system resulting in faster ticket generation time with higher quality embedded data.

EDUCATION

Bachelor of Science; Electrical Engineering - Louisiana Tech University, Ruston, LA

PROFESSIONAL EXPERIENCE

Aqueduct Technologies, Boston MA, Service Delivery Platform Engineer

2022 – Present

- Lead the strategic direction and operational execution of the observability services provided to Aqueduct customers.
- Serve as Agile Scrum Master and subject matter expert for a cross-functional automation team developing Ansible and Jinja-based solutions for onboarding and managing routers, switches, firewalls, vCenter virtual machines, and Meraki infrastructure.
- Design and build the alert processing pipeline leveraging AI and machine learning to group similar alerts, transform data, integrate with real-time collaboration tools (Webex, Slack), perform LLM-based summarization, and utilize real-time utility outage APIs to automatically determine root cause before ticket creation for operations center engineers.
- Train Network Operations Engineers to efficiently and correctly troubleshoot service incidents and problems.
- Certify Network Operations Engineers for operation of Service Delivery Platform tools.
- Automate onboarding and configuration of customer monitored objects through development of idempotent Infrastructure as Code solutions.
- Scalably customize tools stack to fit with existing processes and procedures, while also guiding process changes for efficiency and scalability.
- Design new service offerings around the new or existing technical capabilities of the tool stack.

LogicMonitor, Austin TX, 2019 – 2022

Technical Training Engineer/Scrum Master

2020 – 2022

- Develop and execute a strategic plan, comprehensive curriculum, and effectiveness assessments for all customer education programs for LogicMonitor customers.
- Apply project management skills across all aspects of training programs including alignment with business objectives, marketing and communications, planning and execution, and measurement (leading/lagging indicators).
- Create, deliver, reinforce, and sustain ongoing training in all formats (instructor-led, virtual, & on demand).
- Manage and administer the online user community, including driving increases employee and customer participation.

- Design and carry out weekly webinars for customers in three global regions with planned content and open Q&A (AMA) sessions to improve customer time to value.

Systems Integration, Software Sales Engineer

2019 – 2020

- Demonstrate the technical aspects of how the product solves specific customer problems and translate specific customer problems into technical solutions.
- Identify all technical issues of assigned accounts to ensure complete customer satisfaction through all stages of the sales process.
- Responsible for the development and ongoing improvement of core LogicMonitor monitoring modules.
- Work cooperatively with Customer Success, Professional Services, Product, and Engineering groups to deliver technically apt solutions.
- Provide exceptional service to customers during the course of development: timely emails and calls to clients, professional and courteous services, etc.
- Educate colleagues and customers by creating both internal and customer facing documentation.
- Present value to prospects through conversations, demos, and presentations.

National Oilwell Varco, Houston, TX – Software Developer

2018 – 2019

- Assist with automation initiatives to decrease deployment time of oil well services applications.
- Guide the deployment team in the use of Agile Scrum and DevOps methodologies.
- Coordinate efforts to Dockerize applications for ease of deployment.
- Engineer optimized networking solutions for on-rig equipment as well as lab environments.
- Automate network engineering tasks using Ansible.

Chevron, Houston, TX – Senior NMS Analyst

2014 – 2018

- Chief Architect for network automation including development, testing, and mass deployment of production OS upgrades, Security Controls Compliance, and best practices configuration.
- Designed business decision data repository using software development lifecycle methodologies for automated/zero touch provisioning of production infrastructure through Ansible Tower.
- Principal developer for Ansible Playbook for upgrading Cisco IOS devices en masse, certified for use against the ten most common models of Cisco devices.
- Enterprise Tools Portfolio Management responsibilities including deduplication, renovation, modernization, and rationalization of tools currently in use globally.
- As SharePoint Team Site administrator, identified growth opportunities and filled gaps using out of the box technologies, maximizing utilization and convenience.
- Identified and prepared for long term growth of network operations monitoring pipeline to include server, cloud, storage, database, and application monitoring.
- Proactively identify network infrastructure issues by providing regular, clear, reliable communication to stakeholders about service impacting issues.

Aspire Technical Professionals, Houston TX – NetQoS Architect/Technical Project Architect

2012 – 2014

- Project management of all direct to customer and third party customer technical consulting projects.
- Conduct strategy identification with key customer stakeholders to define statements of work and scopes.
- Architect solutions based on needs extracted from customer conversations and requirement documentation.
- Consulted NetQoS customers on the installation, configuration, and optimization of network monitoring tools, including CA NetQoS Unified Communications Monitoring.
- Inform customers of strategic direction and needed emphasis with regard to network, server, and application infrastructure to increase performance and reliability.

Research In Motion, Waterloo ON – System Engineering Specialist

2010 – 2011

- Implement, configure, troubleshoot, and interpret I.T. resource performance as dictated by enterprise I.T. as well as BlackBerry® I.T.
- Evaluate and document product functionality of Service Assurance tools according to customer business needs.
- Upgrade and maintain staging and production IT monitoring tools in accordance with enterprise change management requirements.
- Create custom data collection, reports, and notifications for 3rd party hardware and software.

Republic National Distributing Company, Houston TX – Windows/Network Engineer

2009 – 2010

- Design, implement, monitor, and troubleshoot the enterprise network for performance optimization and service availability; align I.T. resources to business needs.
- Monitor enterprise I.T. resources for performance degradation. Recommend and manage changes to improve service availability and performance.
- Maintain monitoring software for automatic alarming. Research and drive projects and changes to shift I.T. systems to support business needs.

NetQoS, Inc., Austin TX, 2006 – 2009

Technical Consultant

2008 - 2009

- Charged with implementing technology to decrease the on-boarding time of new employees.
- Designed and built the next generation training lab in accordance with training department needs.

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- Expanded customer potential by authoring best practices and training material. Creation of collegiate-level papers detailing expertise in network performance monitoring. Developed best practices documentation on a regular schedule.

Networking Consultant

2006 - 2008

- In charge of increasing customer capabilities to ensure maintenance renewals and future purchases.
- Conducted week-long training sessions with customers. Engaged to highly customize training based on customer environments and business needs.
- Analyzed customer environments and drew business needs from stakeholders to modify and conduct on premise training.

Product Support Specialist

2006

- In charge of resolving customer issues to ensure maintenance renewal and future purchases.
- Solved problems with NetQoS products in less than 2 hours. Charged with becoming the subject matter expert for and disseminating troubleshooting methods for newly acquired products.
- Fielded incoming customer requests. Provided customer service for upgrades, installations, and customizations.