

RICHARD STAEHLER

PERSONAL
WEBSITE VERSION

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Proven leader with more than 18 years of diversified experience across cross-functional teams with success in delivering objectives, adhering to SLAs, and mentoring individuals.

QUALIFICATIONS

Expert in hardware/software integration, reinforced by proven ability to develop business solutions that improve efficiency, productivity, and profitability.

Skilled in systems analysis, design, installation, maintenance, and repair of hardware, software, peripherals, and networks, achieving systems integrity and high availability.

Provides creative solutions that meet or exceed objectives tied to business and technology needs while working in a fast-paced environment.

Supports business needs by providing superior troubleshooting and technical support for deployments, migrations, network connectivity, security, and database applications.

Proficient in systems/software development life cycle, including analysis, design, development, testing, and implementation of systems/applications.

Dedicated leader skilled in building motivated teams and supervising support staff.

CORE COMPETENCIES

- Resource Management
- SLA/KPI/KCI Adherence
- Process Improvement
- Finance/Budget Management
- Inventory Control
- Project Leadership
- Quality Assurance
- Change Management
- Business Analysis
- Systems/Application Administration
- Systems Integration/Migration
- Problem Identification/Analysis
- Multi- or Hybrid- Cloud Computing
- SDLC Processes
- Client Relations/Retention
- Programming/Scripting
- Systems & Network Upgrades
- Network Connectivity Issues

TECHNICAL SKILLS

AWS CLOUD	EC2, EFS, ELB, ECR, EKS, Lambda, S3, Glacier, ASG, AMI, RDS, KMS, OpenSearch, CloudWatch, CloudFormation, CloudTrail, SQS, VPC, CloudFront, Route 53, WAF, API Gateway, Redshift, etc.
GCP CLOUD	App Engine, Compute Engine, Kubernetes/GKE, Anthos, Helm, Istio, Cloud Functions, Cloud Run, Cloud Scheduler, Buckets, VPC, Firewall, Routes, Cloud DNS, Cloud CDN, NAT, Stackdriver, GCR, Deployment Manager, Pub/Sub, BigQuery, Dataflow, Secret Manager, Apigee, etc.
SOFTWARE	ServiceNow, Samanage, JIRA, Confluence, Bitbucket, OpsGenie, StatusPage, Zephyr, Cypress, Pact, Postman, SauceLabs, Jenkins, Slack, Teams, Trello, Splunk, Datadog, Nagios, ELK, New Relic, Twilio, Docker, Artifactory, Lucid, Ansible, Akamai, NetSuite, Informatica, RabbitMQ, Redis, Digicert, Xcode, VS Code, Vi, Nano, Git, XAMPP, WordPress, CPanel/WHM, Adobe CC, Office 365, Google Workspace, etc.
LANGUAGES	Groovy, Terraform, Java, SQL, PHP, HTML, CSS, XML, YAML, JSON, JS, Lua, Batch, Bash, Python
SYSTEMS	Windows, MS Server, macOS, Ubuntu, CentOS (RHEL), openSUSE, Fedora, Raspbian, iOS, Android
DATABASE	Oracle, SQL Server, Access, MySQL, DynamoDB, PostgreSQL, Firestore, CloudSQL, MongoDB
SECURITY	IAM, Macie, Expel, Prisma Cloud, TwistLock, SonarQube, TruffleHog, Okta, GuardDuty, Command Center, Cloud Armor, Vault, Veracode, Snyk, Rapid7, WhiteHat, Qualys, etc.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MANAGEMENT OF INFORMATION SYSTEMS (MIS) UNIVERSITY OF WEST FLORIDA – PENSACOLA, FL	MAY 2008
ASSOCIATE OF ARTS IN BUSINESS PENSACOLA JUNIOR COLLEGE – PENSACOLA, FL	MAY 2005

ACCOMPLISHMENTS / CERTIFICATES

➤ Taekwondo 1 st Degree Black Belt – Kukkiwon Certificate of Completion	NOV 2023
➤ Google Cloud Essentials – Certificate of Completion	OCT 2019
➤ SAFe 4.0 (Scaled Agile) – Certificate of Completion	APR 2018
➤ CompTIA Security+ – Certificate of Completion	MAY 2008
➤ Oracle Academy – Certificate of Completion	APR 2003

PROFESSIONAL EXPERIENCE

DIRECTOR, CLOUD OPERATIONS

NOV 2018 – CURRENT

ZORO/GRAINGER – BUFFALO GROVE, IL / REMOTE

Hands-on leader, mentor, and evangelist for the DevOps, SRE, and Cloud Security teams within the Zoro Technology Group (ZTG) at zoro.com (Grainger subsidiary). Accountable for defining, communicating, and implementing Zoro's Cloud Operations vision and strategy.

Duties

- Grow and mature Zoro's cloud infrastructure, CICD tooling, operations, and cloud security to support products with scalable, performant, high-availability cloud technology solutions, processes, and best practices.
- Lead high-performing teams accountable for automation, operational integrity, and security of Zoro's multi-cloud infrastructure.
- Evangelize and accelerate the culture to enable the engineering teams to innovate, self-serve, and deliver secure software rapidly.
- Continuously develop and mentor staff leveraging training and development opportunities and performance management processes and ensure the teams are appropriately staffed with required competencies.
- Responsible for planning and forecasting an \$8 million+ cloud platform, software, and 3rd party vendor budget for the department.
- Partner with leaders regularly to share roadmap initiatives, and OKRs, and identify how Cloud Ops can help accelerate those.
- Responsible for advancing and ensuring success for DORA metrics, SRE golden signals, and NIST cloud security framework.
- Continuously coordinate with GRC the security policy including reviewing policies, evaluating risks, identifying threats, and thwarting any bots/attackers.

Key Accomplishments

- Successfully stood up and lead the DevOps, SRE, and Cloud Security teams comprised of over 25 contributors and three leaders.
- In parallel, led, directed, and mentored our NetSuite and Informatica teams consisting of eight engineers and one leader.
- Decreased abandoned carts and increased conversion rate by closely partnering with numerous technology teams to decompose our legacy guest checkout to a microservices design utilizing Kubernetes in Google Cloud.
- Engineered and implemented the first multi-branch pipeline reducing multiple jobs into one pipeline that now controls 500+ branches.
- Closely worked with the QA department and spearheaded deployment cycle time from bi-weekly to daily or on-demand autonomous deploys with security scans and smoke, regression, and pact tests built-in.
- Introduced, and deployed various SaaS tools to bolster our security posture and/or streamline processes such as Veracode, StatusPage, SonarQube, Snyk, TruffleHog, Expel, Datadog, Prisma Cloud, Apigee, and Akamai.
- Drove to completion to convert our commonly used managed services in AWS and 95% of our GCP managed services to IaC.
- Promoted to Sr. Manager, DevOps within four months of employment and Director, Cloud Operations sixteen months following.

DIRECTOR, IT

APR 2014 – AUG 2019

MILLENIX – PORT SAINT LUCIE, FL

Founder. Responsible for managing the IT division of Millenix, a prosperous managed IT and web solutions company primarily covering the Treasure Coast of Florida. Acquired by NexxtGen, Inc for an all-cash deal on Aug 30, 2019.

Duties

- Matured business from start-up to six-figure sales annually focusing on augmenting the IT staff of small- to medium-sized businesses.
- Strategized with other leaders about the growth and direction of the company regularly, which included topics such as budgeting, sales, IT, resources, and advertising.
- Consulted numerous business owners on their technology stack offering solutions to save money and implement efficiencies.
- Created project plans, assigned duties, executed, controlled, and achieved on-time implementation of IT projects.
- Hired, trained, and supervised junior admins and/or contractors, providing guidance on technology implementations, customer interactions, and sales/marketing.
- Directed marketing efforts to promote visibility and introduce new products and services. Managed multiple social media profiles.
- Negotiated contracts with vendors and terms/prices of products and services with prospective and existing customers.
- Set up and maintained numerous tools to orchestrate our teams faster and drive results to our ever-growing client's demands.

Key Accomplishments

- Drove the completion of systems engineering, software implementation, and enterprise-wide implementation projects for clients that have revenue exceeding \$4.5 million.
- Featured in local news for building a web application with a complex matching algorithm that matches up potential borrowers with potential lenders for a local finance company.
- Tripled annual profits from 2014 to 2017 utilizing strong sales and marketing skills adding 40+ new clients to our family.
- Managed and administered 15+ web clients on our hardened high-availability (HA) cloud servers exceeding 99.5% uptime.

DEVOPS LEAD/MANAGER

FEB 2017 – NOV 2018

ALLSTATE – NORTHBROOK, IL / REMOTE

Managed a pod of Allstate Mobile engineers where we engineered the multi-branch pipelines and administered the cloud infrastructure for numerous mobile/web applications allowing the engineers to iterate quicker and achieve upwards of 320,000 roadside rescues a year.

Duties

- Led a pod of 13 DevOps Engineers, where we designed, developed, implemented, and/or supported several pipelines for the multiple Allstate Roadside Services, Allstate Mobile, Milewise, Drivewise, and Digital Safety mobile and web development teams.

- Administered multi-region, multi-tenant AWS instances utilizing Jenkins. Componentized pipelines would orchestrate the deployment of lambdas, S3 buckets, ELBs, setup of reverse proxies, protect endpoints using Apigee, define and set IAM roles, and snapshot MySQL databases via RDS as well as many other actions. Each component piece could also be executed individually if needed.
- Worked closely with other cross-functional teams to ensure our pipelines and CloudFormation adhered to all security guidelines.
- Developed new or enhanced existing Bash and Groovy scripts for release and build automation for mobile and web pipelines.
- Architected workflows, users/groups, permissions, screens, field configurations, and components as an administrator of JIRA.
- Ensured the DevOps team was practicing the Agile principles utilizing SAFe. Conducted all scrum ceremonies.
- Elicited and transformed business requirements into concise user stories for stakeholder approval and developer implementation.

Key Accomplishments

- Converted teams to GitFlow saving the teams hours every cycle, eliminating toil, and allowing Jenkins to build/deploy seamlessly.
- Reduced build and release time across QA environments by 80% and PROD environments by 40% by using CICD techniques, which also included unit, functional, and regression testing.
- Saved Allstate Roadside Services ~\$105,000/yr with the iOS and Android multi-branch Jenkins pipelines.
- Worked closely with developers to integrate 1,000+ unit tests and functional tests to meet the goal of 80% code coverage.
- Set up dashboards for both Jenkins and JIRA so the mobile teams can accurately track their progress and proactively resolve issues.

IT PROJECT MANAGER

OCT 2010 – FEB 2017

RR DONNELLEY – WARRENVILLE, IL / REMOTE

Managed a team of onshore and offshore developers, analysts, and administrators, and supported a self-service, web-based composition engine for retirement service providers in a high-availability, clustered PCI environment.

Duties

- Coordinated the work efforts of a 15-person team for various project components. Helped team complete tasks successfully and on time by resolving impediments during the daily standups.
- Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
- Worked closely with Product Owners and Business Analysts, coordinating product backlog grooming and story estimation.
- Assisted with client onboarding by gathering requirements, developing use cases, and story writing.
- Administered a high-availability enterprise application deployed across JBOSS and IIS servers, and its 22 related servers, during deployment and operational phases, including general application maintenance, application configuration, and system monitoring.
- Provided application design, data visualization, tools integration, and build, test, and deploy automation.
- Provided support, documentation, and guidance to the development and QA teams during code reviews, design discussions, coding sessions, and testing cycles.
- Updated QA, UAT, Demo, and Production environments regularly with the latest releases.

Key Accomplishments

- Enforced Scrum initiatives by implementing multiple sprints in a release reducing downtime by development and QA teams by 20%.
- Reduced build and release time across all environments by 50% by using scripting and continuous integration techniques.
- Demonstrated exemplary knowledge of the tool and selected to directly communicate with the client to resolve issues and inquiries.
- Reduced incoming production support tickets by 35% in 2015 and another 25% in 2016. This, in turn, halved client-facing meetings.
- Developed a time-saving PDF tool for the QA team, efficiently comparing as many as 500 PDFs in a few hours.
- Set up, administrated, and deployed numerous tools such as IIS, JBOSS, Apache, Tomcat, Nagios, Git, JIRA, FishEye, and Zephyr.
- Created custom automation scripts to pull and remove files from Liferay, and generate XML log files for processing orders/plan files.
- Formulated several SQL scripts, both automated and manual, to monitor workflow and resolve production support issues.

GENERAL MANAGER

MAY 2011 – OCT 2012

IG2 DATA SECURITY – SCHAUMBURG, IL

Managed all business lines, personnel, and systems for IG2 Data Security, an information management company in Chicago.

Duties

- Managed personnel to ensure sales goals were achieved, new clients added, and relations with existing clients maintained.
- Interfaced with employees in roundtables, staff meetings, and one on ones, and devised goals geared toward operational excellence.
- Maintained an employee scheduling system and modified the payroll process to decrease expenses and balance objectives.
- Participated in corporate planning, sales, and proposal activities and related initiatives.
- Negotiated contracts with vendors and terms/prices of products and services with prospective and existing customers.
- Worked closely with the route coordinators daily to ensure all delivery routes were covered and routes were efficient as possible.
- Assisted clients with their tape/service-related problems and participated in a 24x7 on-call schedule.
- Performed Windows and Linux systems administration while maintaining managerial duties.

Key Accomplishments

- Promoted to General Manager in year one based on exemplary reviews, leadership qualities, strategic thinking, and technical ability.
- Upgraded and then set up monitoring on all outdated on-prem hardware and software systems increasing SLA to 99.9%.
- Developed a case tracker, a CRM, a mapping system, a digital time clock, tape-handling reconciliation tools, and an automated way to send tracking emails, all housed on an internal SharePoint site saving money and creating operational efficiency.
- Under my leadership, net profit increased in 2011 by 10%, aiding in IG2's expansion of new LOBs.
- Participated in the merger and acquisition of IG2 Data Security to Iron Mountain in 2012. Acquired by Iron Mountain for \$6 million.