

Micheal Benzel

Email [**tictoc@tictoc.us**](mailto:tictoc@tictoc.us)

Phone +1 (208) 440-6797

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Summary Senior Engineer with 10+ years' experience managing, developing and deploying cutting-edge technologies.

LinkedIn Profile - [**https://www.linkedin.com/in/michealbenzelcloudservice/**](https://www.linkedin.com/in/michealbenzelcloudservice/)

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Experience

Senior Cloud - Systems Engineer FedRAMP

Cisco – 2018 – 2019 – Remote Only

Responsible for Federal Risk and Authorization Management Program (FedRAMP) compliance and global Inventory management for Federal Government authorized Cloud Service Provider (CSP) across two Federally facing teleconferencing-based network environments, Webex.com with monthly Government audits.

FedRAMP / WebEX. Infrastructure vulnerability, POA&M remediation / compliance and general maintenance of Linux environments, VMware, RSA, Qualys, including customer requests and break-fix situations.

Created FedRAMP SSP-A13 Automated inventory reporting for Cloud Service Provider monitoring across 10,000+ devices using Device 42, SNMP, UCS Power Tools, SQL Scripts, Python, PowerCLI, PowerShell, Ansible and D42 Python tools.

Resolved vulnerabilities in the WebEx and FedRAMP environments, POA&M & NIST, using automated scripts created in Python, PowerShell, Bash.

Create scripts for the automation/deployment of Linux, CIMC, CMC, for Updates and Patches in Python/Ansible/PowerShell.

Review Qualys security logs and create Remedy Work Order's and or Change Requests as needed.

Create JIRA Stories, Work Orders, WCR's for change requests and work time tracking. Present at scrum meetings my current assigned WO within the current sprint.

Completed both Federal, State and Cisco required security and background checks for Federal Government Cloud Service Provider contracts as well as SSP-100 -300 Standards. I have also equally completed a full ITAR for Cloud Service Provider compliance and background check for US Government contractors.

Senior Cloud Engineer

IBM - 2015 - 2018- Remote Only

Primary duties include working with multiple technology teams, maintaining clients cloud environments, including orchestration, application deployment, security, managing ticketing queues and infrastructure server installs, Linux & Windows, updates and patching.

Work with the Design, Implementation, and Development teams to resolve complex issues related to underlying patterns or pattern extensions. Using orchestration engines, such as ICO (IBM Cloud Orchestrator), Openstack, Heat, VMware vCloud Orchestrator (vCO), Docker, Kubernetes, BPM, or VMware vCloud Automation Center (vCAC) Using automation scripting technologies, such as Python, Ruby, or Chef for Cloud Orchestration and VMware Virtualization. Cloud security using HashiCorp Vault and Consul to secure client installations.

Work within client environments to troubleshoot and resolve issues relating to the client's hybrid cloud using industry standard tools such Python, YAML, bash, PowerShell and PowerCLI programming languages. ITAR Certified by IBM for secure US Government regulated cloud installations.

VMWare / Windows Administrator

Sensus - December 2013 to 2015 - Remote / Onsite

Design new customer infrastructure on VMware 5.5 environment running on CISCO UCS and with NetApp NFS storage solution in a 24/7 environment monitoring national electrical grid, water and gas.

Upgrade existing systems to current industry standards while maintaining customer connectivity and automating updates and deployments. Monitor Linux and Windows system for alerts, patch updates and create weekly reporting on all environments in the US and Canada.

Test new systems in POC environment prior to release and recommend changes

to engineering for further review.

Manage system wide Trend Deep Security Manager and apply new updates and changes as required.

On call duties include both Windows and Linux systems monitoring, repair and if needed restoration of critical VM's using Veeam Backup or CommVault.

Design custom PowerCLI and PowerShell scripts to review system settings in data centers to adhere to both security and customer requirements. Create RFO's for any VMWare related outages for review by senior staff and customers.

Senior VMware Engineer / Administrator

HP - December 2013 to December 2014 - Onsite

Design VMware infrastructure for testing labs on HP C 7000 Chassis with 3PAR storage solutions running Linux, Windows, Solaris and UNIX.

Upgraded networking from VSS to VDS VLAN Tagged on 5.01 and 5.5 ESXI / vCenter' s. Maintain 4.0 - 5.5 VMware Clusters running on both current and discontinued hardware for testing and production.

EVA 4400 to EVA 8400 storage arrays to HP UX Tape back solution. Design automated backup solution and daily reporting of system operations using PowerCLI, MS PowerShell

Created LINUX, Windows OS templates for VM creation based on lab requirements. (Each lab may be testing for several things or one specialty item)

Other duties included the training of staff in the use of vCenter for their specific lab and how to properly configure VM for their use. Maintain security and permissions of all VMware systems and testing and production Domain. Update all HP Chassis firmware including ilo OA TOR with current releases.

Senior Engineer Virtualization Services

Breakthrough Technology Group, Inc- January 2012 to September 2013 - Remote

Design develop production level multi-tenant cloud infrastructure using VMware, CITRIX and Microsoft and Linux solutions.

Install cloud monitoring systems using HP Insight, Veeam, PowerShell and other automated reporting software.

SQL Database Clustering Service using SQL 2008/2012, AD, DNS, WINS, WSUS, KMS, iSCSI SAN, SharePoint Services in the Cloud.

Maintain customer relations, provide Priority 1 and 2 customer engineering support 24/7, maintain vendor solutions and adopt new technology to provide the

highest level of service possible.

Install VMware, CITRIX Servers both XenApp, Xen Desktop and dependencies including DRS, SQL Clustering, and Backups. Configure and monitor iSCSI SAN, SAAS usage.

Install manage HP Insight monitoring software for all HP BLc7000/ C3000 infrastructure

Design and install multi-tenant SharePoint 2010-12, Help Desk and Ticketing system

Script and automate monitoring and usage reports for customers

Managed Severity 1 & 2 Priority customer outages, RFO, RCA documentation and customer relations

Install and configure infrastructure Monitoring Software for alerts and automated ticket creation using Linux SNMP boxes.

Support Customer Oracle and SQL CMS Server conversions from P to PV.

Sr. Software Engineer

CITI GROUP / NAIT - January 2003 to January 2012 - Remote

Successfully managed 12 on shore and 24 off shore senior application engineers, application engineers and analysts who are repackaging/re-engineering 5,264 applications for 130,000 desktops on 2000, XP, VISTA, CITRIX operating systems throughout North America on a 5x24 shift.

Re-author and package complex MSI and EXE software using AdminStudio, Wise, and Orca.

Developed CITI Groups global MSI Template for software repackaging.

Developed upgrade path on key software systems from XP 32bit to Windows 7 64bit Globally

Interface between CATE and CTI/CTO on all CMP and ResolveIT engineering projects.

Developed and interpreted organizational goals, policies and procedures.

Develop engineering staff training programs for QA, EOL, and business software development testing and application life cycle.

Develop SOE Desktop OS images for global release.

Maintain and design auditable processes and procedures on all application repackaging processes including EOL, SDLC.

Consulted with users, management, vendors, and technicians to assess computing needs and system requirements.

Directed daily operations of department, analyzed workflow, established priorities, developed standards and set deadlines.

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Education

Boise State University - (Courses Completed) -Creating User Documents

Requirements – custom software development process.

VMware - TrainSignal - VMware vSphere Optimize and Scale (VCAP5-DCA), PowerCLI, Advanced Networking, VMware vSphere Optimize & Scale: Storage & Networking.

Flexera - AdminStudio MSI engineering 7.5 – 9.5, Macrovision workflow manager 3.5 – 4.04

Citi training - Diversity in the work place, Six Sigma Lean, Project Management, SCRUM, ITIL, CITI Mentoring VP, CITI Management of excellence.

Online Classes – Kubernetes+Docker, Hadoop, DB2, PMP, MYSQL, SQL Server, Vagrant with Docker /Chef/Puppet Development boxes, Docker, VMWare, OpenStack, Shell Script, RHEL Openstack and Linux Engineering.

Current- Working through CKA – Certified Kubernetes Administrator certification.

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Skills / Software Used In Current Job Function:

Team Leadership, Terraform, Vault, Remedy, JIRA, CMC, CIMC, RSA, Qualys, Openstack, VMWare 4,5,6,6.5, 7, KVM, Linux RHEL 6 -7, Windows 7 - 2016, Docker, Databases (DB2, MySQL, MSSQL), YAML, Python, BASH, xfree, RDP, Business Process Manager, Tivoli, Patching, Log File, Automation Troubleshooting, RCA / RFO / Ticketing Change Request systems, Hashi Corp Vault SME.

IBM Badges:

Docker Essentials: Developer, Kubernetes Cloud Container Service, Hadoop Administration - Level 1, Hadoop Administration - Level 2, Python for Data Science.

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Technical Proficiencies (10+ years)

Platforms:

Windows Server 2K - 2016, XP-Win 8, OS X - MAC, Linux, UNIX - Solaris, BSD,
CentOS / RHEL

Networking:

UCS, UCSM, LAN/WAN, TCP/IP, SNMP, SMTP, LDAP, FTP, SMTP, AD, DNS, WINS and RDP.

Software:

VMware vSphere, JUJU, App-V, Hyper-V, SharePoint 2010-12, Apache, SolarWinds Web HelpDesk, Science Logic Help Desk Ticketing system, AdminStudio Installshield, VMware Workstation, ThinApp, NetApp, Oracle VirtualBox, Office 2000- Office 365, Micro Trend Deep Security, Liquid Labs, Ensim, Nutanix.

Cloud Infrastructure:

VMware ESX 4 - 6.5, vSphere 4-6, iCO, iSCSI SAN, VMware View, VMware Tools, vShield, CITRIX, XenApp, XenDesktop, Docker, Kubernetes, Vagrant, VMware Storage Solutions, HP Insight Management Administration, HP Insight Control managing HP BLc7000/ C3000 systems, Data Center Operations, Veeam Reporting, PowerShell Reporting, VDI Template setups.

Databases:

Postgresql, SQL Server (6.5 - 2012), MySQL, DB2, SQLite, Oracle Database 11g, MS Analysis Server, MS Reporting Server, PostgreSQL,

Big Data:

Cloudera Hadoop, HBase, Hive, Jupyter notebook

Languages/Development Tools:

PowerCLI 5 - 5.8, PowerShell, Cisco PowerTools, HTML, PHP, ASP.Net, C#, SQL, Visual Studio, Sublime Text, Python, GoLang.

GROUPS

