tony@pagliaro.co   **Tony Pagliaro**   (718)XXX-XXXX**

Objective: To obtain a position automating technical processes in Windows environments, and to pursue a specialization in reliability engineering.

Online Profiles: github.com/tonypags   linkedin.com/in/tony-pagliaro-a2923337

Technical Skills:

- ☑ Platforms: CW Automate, Solarwinds N-Central, Logic Monitor, Jira, Confluence, Chocolatey, PowerShell DSC, GitHub, OPSGenie, UniFi.
- ☑ Apps: Excel, VSCode, Git, Kanban, Teams, OneDrive, SSH, Visio, Selenium.
- ☑ Languages: PowerShell, SQL, Python 3, Batch, APIs, XML, JSON, bash, MS Flow.
- ☑ OSes: Windows, Apple OS X, VMWare ESXi, Linux (Debian, CentOS), Unix.
- ☑ Microsoft: ACL, Active Directory, Group Policy, Azure AD, InTune, 365 Admin, Exchange, WSUS, DNS, DHCP.
- ☑ Linux: ACL, OpenVPN, Bind DNS, ISC DHCP, PowerShell Core, IPTables, TIG Stack (Telegraf/Influx/Grafana), NFS, Samba, Cron, firewalld, ZFS, Ansible, Apache.

- Excellent experience in general desktop and server support.
- Solid understanding of PowerShell object pipeline and modular toolmaking.
- Build tools to improve productivity.
- Integrate tools and platforms.
- Develop and deploy production monitoring and telemetry:
  - Software deployment failures
  - Registry data aggregation

Professional Overview:

- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Effective time management.
- Provides technical guidance to team members.
- Exceptional customer service orientation.
- Adaptable to changing environments.
- Rapid comprehension of complex environments.
- Pattern recognition to minimize repeat issues.
- Research and optimization of solutions.
- Effective at reducing risk of changes.
- Continuous awareness of priorities.
- Strong technical writer.
- Maintain relationships with product vendors and communities.
- Proactively adopt best practices in line with business requirements.

Accomplishments:

- Architect and deploy new RMM solution requiring migration from existing platform with zero downtime for 200+ global customers with 10,000 endpoints.
- Developed toolset and scripts to ingest scheduling, contact, and configuration data from PSA and RMM platforms, automating email reminders and notifications in a scalable way, saving 15-20 man-hours weekly, and adding features for timezone support, and auto-correcting bad data using cross references.
- Developed a script which gathers information on new AD users from distributed networks across 200+ domains, which generated new business revenue of $80-100k per month.
- Team leader of department with revenue measured in millions.

Work History:

Senior Automation Engineer*   New York, NY   Jul 2018 – Present
Richard Fleischman and Associates, Inc.
- Team Leader and Remote Management Administrator of Platforms and Infrastructure:
  - Quickly design solutions for emergency use cases.
  - Non-intrusive workstation diagnostics using CLI, SSH.
  - Agent/service repair actions based on custom log parsing.
  - Custom data collection and aggregation across disparate networks and systems.
  - Upgraded and maintained infrastructure of remote access and management platforms.
- Providing leadership guidance to team members during several managerial transitions.
- Design and document procedures around business requirements:
  - Delivery QA
  - Client On-/Off-boarding
  - Software deployment templates
- Transform operational workflows into code: QA resource configs and deployments, bespoke automated emails.
- Mentoring DevOps engineer on use of PowerShell syntax, logic, objects, and modular functions, including DSC.
- Design proof of concepts in response to requests.

Applications Systems Administrator   New York, NY   Apr 2015 – Jun 2018
Richard Fleischman and Associates, Inc.
- Designed and implemented top-down, manage-by-exception approach to automated service delivery.
- Built PowerShell modules for custom interoperability between various platforms:
  - A solution to mitigate human error during daily backup checks.
  - A GUI solution allowing non-technical resources to run custom reports from a proprietary database.
  - Leveraged Selenium for automating tedious web tasks, for which no APIs were available.
- Streamlined procedures and implemented new policies for client on-boarding.

Senior Field Technician*   New York, NY   Apr 2012 – Apr 2015
Richard Fleischman and Associates, Inc.
- Similar to previous role.
- Assigned to RFA's highest net-worth client, the restructured investments division of a Fortune 200 company.
  - Maintained accurate documentation as part of a self-implemented, ground-up policy for a new office.
  - Worked with WWHQ and IT vendors to coordinate on Tele-presence, Trading Desk Telephony, Server, and Desktop Support projects.
  - Acted as a liaison between company and client executive, managerial, enterprise support, and vendors.

Senior Network Engineer   New York, NY   Oct 2006 – Apr 2012
Domino Computing, Inc.
- Handled service requests via phone, remote access, and on-site visits.
- Maintained network systems and client documentation.
- Worked with chief officers, management, staff, and vendors.
- Responsible for ~50% of clients in Brooklyn and Manhattan.
- Trained and supervised new hires.

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Personal Projects:

Home Server P2V Migration   March-June 2020
- Migrated services from Windows Home Server 2011 to various Linux VMs on VMWare.
- Established DMZ subnet for internet-facing systems including media services, UniFi controller, and VPN.
- Centralized all non-OS storage to a single server with a JBOD/ZFS striped mirror, and NFS shares secured by ACL and hard/soft firewalls.
- Leveraged Cron for auto-remediation tasks and maintenance script execution.
- Proof-of-concept Apache web server hosting static website currently hosted with GoDaddy.
- Installed backup software on NFS server and leveraged NFS shares and symlinks to capture systems' critical data.
- Documented network info and roles for all systems.

Network Monitoring Dashboard (TIG Stack)   October 2020
- Installed Influx time-series database and Grafana for data visualization.
- Deployed Telegraf to all servers for data collection.
- Designed PowerShell script to check for and report to Influx on systems' package updates.
- Used public Grafana dashboard templates for server role status including:
  - Server utilization (memory, CPU, disk usage/IO, etc).
  - Weather conditions and history.
- Created custom dashboard with metrics designed to show health of automation.
  - VPN uptime and auto-remediation history.   • NFS latency.
  - Pending package updates for all systems.

Automation Upgrade   November 2020
- Leveraged Ansible Tower for configuration of DNS, DHCP, and OS firewalls.
- Leveraged Jenkins for remediation and maintenance script execution.

Static Website Cloud Migration   December 2020
- Migrated static website to Azure Web Apps.
- Added SSL support and custom domain name using 3rd-party registrar.
- Enabled GitHub Actions CD pipeline to auto-deploy changes on push or pull request.
- Cost savings ~$150 annually.

Education:

University of Hartford   West Hartford, CT   2000 – 2003
   B.S. in Mechanical Engineering with a Concentration in Acoustics
   Minor: Mathematics
   Status: Graduated with Honors, May 2003   QPA: 3.5 / 4.0

University of New Haven   West Haven, CT   1998 – 2000
   B.S. in Industrial Engineering
   Status: Transferred, May 2000

References available upon request
**Phone number hidden on public document. Email or send LinkedIn message for contact info.