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

Work History:

Senior Automation Engineer

New York, NY

Jul 2018 - Present

Richard Fleischman and Associates, Inc.

- Designing automated delivery solutions and quality assurance for delivery of services.
- Automating various operational workloads to reduce errors and resources.
- Designing custom software deployments and tooling for technical and non-technical teams, for security and productivity applications using remote management platforms and PowerShell.
- Working closely with technicians and developers to integrate deployment, configuration, and reporting solutions in an efficient, robust, and flexible manner.
- Notable Projects and Accomplishments:
 - Led architecture and deployment of new RMM solution requiring migration from existing platform, 200+ customers with global offices in the financial services sector, with zero downtime.
 - Maintained all operations (patching, reporting, monitoring, automation, and access permissions) in multiple RMM platforms during production, and a transitionary phase.
 - 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.
 - Developed several interdependent modules and scripts, which ingests scheduling and configuration data from PSA and RMM system databases, automating email reminders and notifications in a scalable way, saving 15-20 man-hours weekly.
- Publishing bespoke solutions for public, private, and secure, public-facing consumption.
- Maintaining solutions and participating in change review as applicable to automation.
- Authoring new policies for patching, reporting, and monitoring, including escalation plans.
- Training technical and non-technical staff on the limited use of RMM portal functionality, in line with the requirements of their positions.
- Mentoring staff from different backgrounds on monitoring theory, best practices for reliability, scripting, toolmaking, and general troubleshooting.
- Encouraging adoption of configuration-as-code by exposing clients and managers to production use cases.
- Consulting on matters outside current responsibilities as applicable to prior experience, training, and education: formal and informal.

Applications Systems Administrator Richard Fleischman and Associates, Inc.

New York, NY

Apr 2015 – Jun 2018

- Designed top-down, manage-by-exception approach to automated service delivery in a culture accustomed to manual execution and quality checks.
- Supervised teams responsible for server and workstation patching, as well as designed solutions for NOC teams overseeing our critical monitoring systems and backups.
- Designed and implemented automated solutions for reporting and procedural quality assurance.
- Provided customers with guidance related to automated solutions' capabilities and limitations.
- Built PowerShell modules for custom interoperability between various platforms:
 - A solution to mitigate human error in low-level operations of admin-level tasks.
 - A GUI solution allowing non-technical resources to run custom reports from a proprietary database.
 - A method for automating tedious web tasks for which no APIs were available.
- Implemented and managed processes that proactively monitor the health of 8000 devices including 6000 Windows agents (2000 servers) across 400 sites, 200 clients, in 20 countries and 10 time zones.
- Streamlined procedures and implemented new policies for client on-boarding.
- Developed processes and procedures that effectively tracked, measured, and reported system issues.

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Tony Pagliaro

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- Maintained tracking of multiple, third-party data backup solutions with diverse requirements.
- Worked on interdepartmental team to automate business processes and streamline new revenue.
- Reduced network operation center alert-noise by identifying patterns and applying automation.
- Administered several technology platforms and related departmental procedures.
- Gathered, processed, and visualized metrics for upper management.

Senior Field Technician

New York, NY

Apr 2012 - Apr 2015

Richard Fleischman and Associates, Inc.

- Handled multiple onsite requests per day as needed, including overtime and projects.
- 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.
 - Answered user inquiries regarding computer software or hardware operations.
- Interfaced with local, national, and global sites in SMB and Enterprise environments.
- Read technical manuals, conferred with users, and conducted diagnostics.
- Installed and performed repairs to hardware, software, and peripherals, following design specifications.
- Managed Active Directory, Exchange accounts, and Access Control Lists.
- Worked with administrators to analyze hardware and software, and recommended changes.
- Referred major hardware or software problems or defective products to vendors for service.

Senior Network Engineer

New York, NY

Oct 2006 – Apr 2012

Domino Computing, Inc.

- Handled multiple, simultaneous service requests via phone, remote access and on-site visits.
- Maintained live network systems and client documentation.
- Worked with and pacified chief officers in crisis situations.
- Multiple platform support including Macintosh-PC interoperability.
- Responsible for 40~60% of clients in Brooklyn and Manhattan.
- Trained and supervised new hires.

IT Manager New York, NY Jun 2005 – Oct 2006

Costas Kondylis & Partners LLP

- Maintained Microsoft OS Versions.
- Handled requests from business and operations staff.

Related Technical Experience:

<u>Proficiency</u>: LabTech, Solarwinds N-Able, Chocolatey, Active Directory, Group Policy, Windows 7-10, 2008-2016, WSUS, Atlassian Jira, Confluence, Kanban, MS Excel, Outlook, Word, Visio, DNS, DHCP.

<u>Programming/Scripting Languages</u>: Windows PowerShell 2.0-5.1, T-SQL, MySQL, Python 3, Batch,

Familiarity: VMWare ESXi, VS Code, Apple OS X, Linux, Unix, Exchange, Office 365, GitHub, SSH, Azure AD, InTune.

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