TEDDY THOMAS

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Brooklyn, NY
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OBJECTIVE

Vision-driven change agent with career-long record of IT support, system administration, and technical leadership for leading mission driven organizations

Proven talent for aligning business strategy and objectives with established support, security, and engineering paradigms to achieve maximum operational impacts with minimum resource expenditures. Efficiency-focused thought leader with expertise spanning system administration, computer and server security, hands-on and remote support, cross-functional team participation, complex problem-solving and troubleshooting, cluster and cloud computing, process optimization, security awareness training, customer service, and technology solutions. Exceptionally dedicated and precise professional with keen interpersonal, communication, and organizational skills.

PROFESSIONAL EXPERIENCE

BETTERHEALTH A PLANNED PARENTHOOD PARTNERSHIP, REMOTE, Sep 2020 – Present
SENIOR CLOUD ENGINEER
- Provide technical leadership and knowledge for building a high functioning cloud engineering and services organization to move Planned Parenthood Affiliates located throughout the United States to the Epic Electronic Health Record. This multi-year, multi-million-dollar project has directly led to patients in Ohio being seen 8 days sooner for abortion care and a decrease in several hours of average abortion visit time across all affiliates using Epic.
- Configure, manage, validate, test, troubleshoot, and maintain AWS Linux and Windows servers, storage, database, and network resources using direct configuration and abstraction tools, including config management, automation, and orchestration with Terraform, CloudFormation, and Ansible.
- Provide 3rd and 4th tier support to Planned Parenthood affiliates to resolve complex networking and device problems in a multi-region, mulit-gigabit-per-second AWS network environment.
- Responsible for onboarding new vendors and affiliates into the environment, including setting up site-to-site VPN tunnels, creating SAML sign on integrations, user and group management, and peripheral device configuration assistance.
- Work cross-functionally with other teams to develop and maintain solutions to support their work and ensure appropriate use of IT resources. Projects include developing in-house medical image processing software, SFTP data transfer integrations with lab and finance vendors, and rollout of Atlassian suite for knowledge base and ticket system.
- Provide technical leadership and mentorship to junior IT staff.
- Perform network diagramming and documentation of new and existing systems within the environment

COLUMBIA UNIVERSITY, NEW YORK NY, Nov 2017 – Apr 2020
SYSTEMS ENGINEER
- Maintained, documented, patched, and upgraded all hardware and software on approximately 200 servers in the Business School.
- Coordinated within and across teams to plan and execute ongoing projects. Projects included Gitlab CI/CD for CAS deployments, VMware vSphere upgrades, SVN to Git Migration, and MediaWiki to Confluence migration.
- Participated in the engineering and evaluation of new installations and upgrades of hardware and software. Projects included staging server for CAS SSO in Azure, deployment of AWS CloudFront for static web assets, and vSphere upgrades.
- Acted as primary maintainer of various web services/servers, such as CAS Single Sign On System (SSO), Azure DR environment, Drupal Systems, VMware vSphere, DHCP, Zenoss Monitoring, and others.
- Maintained Configuration Management workflows on Linux servers using Puppet. Recently setup a code approval process in GitLab after the SVN to Git Migration of the Business School's Puppet code.
- Provided 3rd tier support to the Client Support Group to resolve complex problems.

- Participated in ongoing multi-year, multi-million-dollar efforts to integrate all Business School IT infra and personnel into Columbia University IT (CUIT). Projects included Drupal migration to CUIT's CI platform, Access and Data Center network refresh to CUIT, and integration of IDM functions central Columbia University and Business School AD and IDM systems AD and IDM systems.

GNS HEALTHCARE, CAMBRIDGE MA, Jun 2015 – Aug 2017
IT SUPPORT SPECIALIST
- Explained issues and their resolution to users at all company levels, including C and D-level executives.
- Worked to troubleshoot client- and server-side software and hardware issues; provide resolutions to end users virtually/in-person; Served as an escalation point for Junior IT Support Specialist with end-user incident resolution.
- Installed and deployed new AWS-based servers utilizing EC2, S3, Glacier, VPC, RDS, and Redshift.
- Installed and configured software on AWS, VMware virtualized, and local Linux servers, including Apache, Tomcat, SSL certificates, Java, and Docker.
- Managed LDAP and SaaS user accounts and associated permissions for all company users.
- Utilized configuration management on Linux servers with Ansible to automate software installation and configuration.
- Triaged issues with cloud compute applications, services, and the installation and configuration of new services; gained experience with parallel/cluster computing, load balancing and HA.
- Authored and maintained accurate documentation for a wide variety of technology and services within the Confluence-based knowledge base.
- Coordinated vendor management activities with the IT Manager and CIO, including evaluations, implementations, contract renewal, and support requests.
- Collaborated with other IT team members to execute projects using Agile and Scrum methodologies. Projects included moving on-prem services into AWS, email migration, physical office move, server security and automation, and HITRUST CSF (https://hitrustalliance.net) certification effort.
- Delivered security awareness trainings for new hires.

MIT INFORMATION SYSTEMS AND TECHNOLOGY, CAMBRIDGE MA, May 2013 – May 2015
IT HELP ANALYST II
- Communicated technical understanding of a wide range of issues and their resolution to non-technical users.
- Provided tier 1 email, phone, and walk-in technical support for MIT students, faculty, staff, and affiliates.
- Delivered tier 2 support for Education Systems, including the Stellar CMS, Google Apps for Education, and Confluence Wikis; escalated as appropriate.
- Coordinated and provided tier 1 and 2 support for cable TV, phone, and Internet in MIT dormitories and independent living groups (ILGs); escalated tier 3 network issues.
- Authored and maintained accurate documentation for a wide variety of technology and services within the MIT Confluence-based knowledge base.
- Facilitated the training and mentoring of new student workers in the Call Center, Walkins, and Residential Computing spaces to promote swift onboarding and high productivity.

STUDENT COMPUTING SERVICES AT HOFSTRA UNIVERSITY, HEMPSTEAD NY, Sep 2011 – Dec 2012
TECHNICAL SUPPORT SPECIALIST
- Demonstrated expertise as first-line technical support for Hofstra's 10,000 students.
- Provided in-person and remote support to students who contacted the Helpdesk.
- Ensured smooth operation of student Macintosh computers, Windows computers, smartphones, as well as student computer lab and classroom workstations.
- Diagnosed problems with wireless access points, printing services, Blackboard CMS, AD, and web service logins; escalated as appropriate.
- Triaged issues with Google Apps for Education services.
- Resolved issues including password resets, disabled login accounts, print release issues, MS Office Suite questions and errors, problems with web services, installing drivers and software, device network registrations, and connectivity issues.

RELEVANT PROJECTS

CLUSTER AND CLOUD COMPUTING
AMAZON WEB SERVICES
- Experience with EC2, S3, Glacier, IAM, VPC, RDS, Redshift, and ECS.
- Maintenance of individual servers and applications, as well as HA services and HPC clusters.
- Created base AMIs for generic machines and StarClusters.
- Maintenance of IAM policies and accounts for individual users and Assumed Role service accounts.
- Set up Vault (https://vaultproject.io) in high-availability and to use AWS IAM backend.
- Maintain a personal AWS account with VPN tunnel to home, and Route 53 DNS domains for personal services.
- Recent experience at CU with AWS Lambda for creating simple S3 data pipeline to integrate with an external vendor's application, and Lambda@Edge for serving static web assets through Cloudfront.

CLUSTER AND CLOUD COMPUTING
STARCLUSTER (https://star.mit.edu/cluster)
- Experience configuring and submitting Sun Grid Engine (SGE) jobs.
- Spun up and upgraded clusters and Load Balancers.
- Built, tested, and implemented a new server AMI based on new Ubuntu 16.04 LTS.
- Performed rudimentary plugin writing utilizing foundational Python skills.

CMS/WEB DEVELOPMENT
DRUPAL
- Collaborated with IS&T students and staff to deploy a new website for the Residential Computing team in the IS&T Helpdesk, with features including ticket submission web forms, dynamic content from System Status page, and CSS/JavaScript feature slideshow.
- Configured Request Tracker queues with Perl scrips to parse mail headers and body of web form submissions to set custom ticket system fields.
- Received an MIT IS&T Spotlight Award for work on the site.
- Primary systems maintainer of Columbia Business School's Drupal environment, including Varnish, Couchbase, and F5 LTM load balancing.
- Recently finished migration of Drupal into CUIT's Drupal service, including work with CUIT to setup an HA database and memcache solution.

OTHER
MACATHENA (http://github.com/macathena/macathena)
- Worked to port MIT's Athena computing platform to macOS, including the Python automounter, *moira* utilities, and a customized login greeter.
- Recent experience with CI/CD pipeline integration with GitHub to autobuild new commits and run regression and unit tests.

CI/CD
- * Setup CI/CD pipeline integration for MacAthena project (above).
- * Recent experience with GitLabCI (https://about.gitlab.com/product/continuous-integration/) at CU to build CAS SSO Java WAR file with Maven, and deploy the WAR file in an automated fashion on dev, stag, and prod server infrastructure, saving at least an hour per deployment.

EDUCATION AND CREDENTIALS

AVIATRIX CERTIFIED ENGINEER – MULTI-CLOUD NETWORKING ASSOCIATE, SEP 2020
> Certification Number: 2020-7869

AWS CERTIFIED SOLUTIONS ARCHITECT - ASSOCIATE, DEC 2019
> Validation Number: 15Q6RNGCNJREQ7WE

SUMOLOGIC PRO USER AND POWER USER CERTIFIED, MAY 2019
> Certification IDS: A58A-5735-946F-F40D, 150E-316A-1ED6-3E65

SOFTWARE CARPENTRIES CERTIFIED INSTRUCTOR (*HTTPS://CARPENTRIES.ORG/ABOUT/*), DEC 2018
> Taught Python, Git, and bash to graduate students as part of the Columbia University Research Computing Foundations program.

COURSEWORK COMPLETED TOWARD BACHELOR OF SCIENCE IN EDUCATION (B.S.ED.) IN MUSIC EDUCATION, SEP 2011- DEC 2012
> Hofstra University, Hempstead NY

ADDITIONAL INFORMATION

Technical Proficiencies: AFS, Apache, bash, Cluster/cloud computing, cron, DHCP, DNS, Google Workspace, Kerberos, Linux, LDAP/OpenDJ, macOS, NFS, NGINX, OpenVPN, Python, SSH, Sendmail, systemd, SysVinit, Ubuntu, VMWare, WordPress, X.509 certs

Hobbies: Singing, Playing Trumpet, Tinkering with home automation and the Internet of Things, Volunteer Music Teacher, Member of Barnard-Columbia Choir and Barnard-Columbia Chamber Singers.