

Michael Heath

Cloud Architect

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Professional Experience

2023 – 2024 **Senior Cloud Architect, IBM, CIO Hybrid Cloud**

- Designed and implemented automated enterprise platform solutions for company-wide applications.
- Automated containerized VM image builds using OpenShift Virtualization and Tekton.
- Built custom operators to manage one of the largest OpenShift Virtualization instances in production.
- Integrated new solutions with existing tools through custom code, collaboration, and automation.
- Architected automation for logging, vulnerability management, ITSS, backups, and asset auditing.
- Planned and implemented architecture for automated OpenShift deployment on IBM Power mainframes.

2020 – 2023 **Site Reliability Engineer, IBM, CIO Hybrid Cloud**

- Deployed prototype for CIO's primary OpenShift-based application modernization solution.
- Automated OpenShift deployments and services using modern techniques on legacy IBM Cloud stacks.
- Deployed, managed, and automated OpenShift solutions for storage, backups, networking, and security.
- Consulted on custom OpenShift and IBM Cloud infrastructure solutions for platform consumers.
- Prototyped automated bare metal OpenShift deployments in CIO data centers.

2014 – 2020 **Senior Systems Administrator, Gila LLC**

- Managed VMware ESXi cluster, SAN arrays, and network fabrics adhering to industry standards.
- Administered compute, storage, and networking in OVH, Rackspace, and Azure cloud environments.
- Migrated file shares to Isilon NAS, relieving SAN and maintaining service continuity.
- Oversaw DNS, load balancing, reverse proxies, security audits, pen testing, and compliance audits.
- Deployed monitoring solutions (Snort, Graylog, Zabbix) and application stack (JBoss, Apache, MSSQL).
- Designed network layouts, including VPN tunnels, DMZs, routing, and ACL management.
- Built Kubernetes lab using Foreman and Ansible AWX for CI/CD pipeline testing.

2013 – 2014 **IT Helpdesk Administrator, Gila LLC**

- Implemented SCCM for system imaging, inventory, and update management.
- Established procedures for employee onboarding, permission management, and offboarding.
- Automated processes for new hires, transfers, and terminations.
- Troubleshoot applications, phones, and systems for 400+ local and remote employees.
- Managed and remediated Active Directory, GPOs, DNS, and DHCP settings.

2011 – 2013 **Operations Support Specialist, Gila LLC**

- Developed automated processes for client query responses and document management.
- Built systems for client query inventory and department efficiency reporting.
- Deployed tools for managing and automating inbound document formatting.

Technical Skills

Infrastructure Automation	<i>Ansible, Terraform, Containers (Docker, Podman, CRI-O), OpenShift, Velero, Ceph, Packer, Helm, Kustomize, CoreOS</i>
Programming Languages	<i>Golang, Python, C</i>
Code Pipeline Automation	<i>ArgoCD, Tekton, Travis, Jenkins</i>
Agile	<i>GitOps, Scrum, Kanban, Jira, ZenDesk</i>
Network Management	<i>Juniper, HAProxy, NGINX, Palo Alto, PowerDNS, CoreDNS</i>

Education

Aug 2017 **Bachelor of Science in Computer Science**, *Texas State University*, San Marcos, TX,
Minor: Mathematics

May 2013 **Associate of Science: General Engineering**, *Austin Community College*, Austin, TX,