

# Michael Heath

512-419-8804

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## Experience

- Senior Cloud Architect, IBM, Austin - TX, Jan 2023 – Apr 2024
  - Designed and implemented automated enterprise platform solutions for company-wide applications.
  - Automated containerized VM image builds using Ansible, Packer, 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.
- Site Reliability Engineer, IBM, Austin - TX, Jan 2019 – Dec 2023
  - 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.
  - Piloted KubeVirt golden image pipeline utilizing Packer, Ansible, and Travis allowing for VM images to be built anywhere.
  - Prototyped automated bare metal OpenShift deployments in CIO data centers.
- Senior Systems Administrator, Gila LLC, Austin - TX, Mar 2014 – Dec 2020
  - 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.
- IT Helpdesk Administrator, Gila LLC, Austin - TX, Jun 2013 – Mar 2014
  - Implemented SCCM for system imaging, inventory, and update management, minimizing IT Helpdesk workload.
  - Established automated procedures for employee onboarding, permission management, and offboarding.
  - Troubleshoot applications, phones, and systems for 400+ local and remote employees.
  - Managed and remediated Active Directory, GPOs, DNS, and DHCP settings
- Operations Support Specialist, Gila LLC, Austin - TX, Mar 2011 – Jun 2013
  - 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.

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## Education

- Bachelor of Science, Computer Science - Math Minor, Texas State University, 2017
- Associate of Science, General Engineering, Austin Community College, 2013

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## Technical Skills

### Agile

GitOps, Scrum, Kanban, Jira, ZenDesk

### Programming Languages

Golang, Python, C

### Infrastructure Automation

Ansible, Terraform, Containers (Docker, Podman, CRI-O), OpenShift, Velero, Ceph, Helm, Kustomize, CoreOS

### Code Pipeline Automation

ArgoCD, Tekton, Travis, Jenkins

### Network Management

Juniper, HAProxy, NGINX, PaloAlto, PowerDNS, CoreDNS

### Infrastructure Monitoring

Prometheus, Grafana, Zabbix, Instana, Dynatrace