Michael Heath
PAAS Cloud Architect

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Introduction

Experienced Cloud Architect with a strong background in designing and implementing automated enterprise platform solutions. Skilled in containerization, virtualization, and cloud technologies, with a focus on OpenShift and Enterprise Cloud environments. Proven ability to lead and collaborate on complex projects, integrate new solutions with existing tools, and automate processes for improved efficiency and scalability.

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,

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