**Vincent McLean**

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**Software/Cloud Engineer**

Versatile and driven professional with 11+ years of experience in the Financial Tech Industry, aspiring to excel as a Cloud Engineer, DevOps Engineer, or Software Engineer. Proven ability to adapt swiftly to new technologies and leverage them to optimize operations and drive organizational growth. Thrives in high-pressure environments, demonstrating exceptional problem-solving and troubleshooting skills. A self-motivated team player who also excels in both collaborative team environments and independent work settings. Committed to fostering a culture of continuous learning and professional growth.

**WORK EXPERIENCE**

**Senior Specialty Systems Operations Engineer** **08/2022 – Present**

**Wells Fargo Securities** - *Charlotte, NC*

* Developed and implemented a comprehensive monitoring solution using ITRS/Geneos to track internal ETL/batch processes, server processes on Windows/Linux, and database statistics, ensuring optimal system performance and rapid issue detection.
* Collaborated closely with software developers and database administrators (DBAs) to resolve technical issues, enhancing system reliability and performance.
* Utilized ServiceNow for effective incident management, change requests, and addressing day-to-day user requests, maintaining high service standards and user satisfaction.
* Assisted with infrastructure updates, addressing vulnerabilities, technology refreshes, and migrating applications to new hardware to ensure system security and up-to-date technology stack.
* Provided robust support for all production deployments, ensuring smooth transitions and minimal downtime.
* Planned and coordinated disaster recovery events for applications, ensuring business continuity and adherence to recovery SLAs.
* Utilized Terraform to apply infrastructure changes for a web application hosted on Azure cloud, ensuring efficient and reliable cloud infrastructure management.

**Senior Infrastructure Engineer** **02/2019 – 08/2022**

**Wells Fargo Advisors** - *Charlotte, NC*

* Acted as the subject matter expert for IBM BPM application and infrastructure, ensuring optimal performance and reliability.
* Led the adoption of Jira Service Desk, streamlining user interactions, improving issue tracking and resolution, and providing management with insights into team workload and performance.
* Coordinated and executed disaster recovery events, ensuring business continuity and adherence to recovery SLAs.
* Managed and executed version upgrades for lower and production environments, ensuring systems were up-to-date and secure.
* Developed and maintained run books and standard operating procedures for troubleshooting and resolving issues.
* Conducted root cause analysis meetings, collaborating with cross-functional teams to resolve complex infrastructure and application issues.
* Revised and improved monitoring solutions using Splunk and AppDynamics, enhancing error detection and system health monitoring.
* Assisted with production deployments, ensuring smooth transitions and minimal downtime.
* Worked closely with vendors to troubleshoot and resolve complex issues, maintaining strong vendor relationships.

**Applications Systems Engineer** **04/2017 – 02/2019   
Wells Fargo Advisors** - *Charlotte, NC*

* Maintained IBM BPM environments on IBM WebSphere Application Server, supporting development, integrated test, performance, and user acceptance test environments, as well as production environments.
* Developed Splunk dashboards to monitor JVM activity, detect errors (e.g., deadlocks, Out of Memory Errors, Java Heap Space errors), and alert on application-specific issues.
* Created AppDynamics dashboards and alerts to monitor server health and proactively detect issues.
* Collaborated with software developers, DBAs, and IBM engineers to resolve complex infrastructure and application issues, ensuring system stability and performance.
* Automated server management tasks by creating bash scripts for JVM restarts, node agent synchronization, and other routine maintenance activities, reducing manual intervention and increasing efficiency.
* Attended root cause analysis meetings to identify and resolve the underlying causes of system issues and outages.
* Assisted with production deployments, ensuring smooth implementation and minimal disruption.
* Maintained and updated run books and standard operating procedures to provide clear guidance for issue resolution and system management.

**Systems QA Analyst** **06/2012 – 04/2017**

**Wells Fargo Securities** - *Charlotte, NC*

Ensure regression and functional testing was completed and accurate for month end code deployments.

* + Ensured testing environments were properly configured and maintained with the latest data and updates.
  + Performed regression testing for all derivative products (e.g., swaps, credit default swaps, swaptions), running test suites and analyzing results.
  + Identified and resolved issues or discrepancies in regression testing by collaborating with software developers.
  + Conducted functional testing for bug fixes reported by business users, coordinating with developers and reporting findings.
  + Worked with production support teams to document standard operating procedures for processes entering production from bug fixes.

**EDUCATION**

**North Carolina A&T State University** - *Greensboro, NC*

Bachelor of Science – Computer Science, December 2012

**PROFESSIONAL SKILLS**

* Cloud Platforms: Microsoft Azure (Certified: Azure Developer Associate, Azure Fundamentals).
* Programming: Java, Python, BASH.
* Tools: Git/GitHub, Terraform, Splunk, ITRS/Geneos, AppDynamics, Linux Server, Windows Server, ServiceNow, Jira, AutoSys.
* Database: Oracle, Microsoft SQL Server.
* CI/CD: GitHub Actions

**Certifications**

* Microsoft Certified: Azure Developer Associate
* Microsoft Certified: Azure Fundamentals
* Oracle Certified Associate, Java SE 7 Programmer

**PROFESSIONAL MEMBERSHIPS**

* Wells Fargo CIC Toastmasters Club, 09/2021 – 03/2020