

Profile

Dedicated, hard-working systems engineer with over 20 years of experience working on progressively larger products. Treats technology as a hobby as much as a job. I am looking to help an Indiana company grow a healthy devops culture, where developers work daily with systems engineers to encode infrastructure that works and product delivery is made simple.

Technical Skills

Every day use of AWS including EKS, Cloudformation, ECS, RDS, Lambda, Docker, Kubernetes, Ubuntu Linux, Terraform, Chef, Ansible, SaltStack, Ruby, nginx, PostgreSQL, MySQL, MongoDB, Jenkins, RabbitMQ, Logstash, Sumologic, Elasticsearch, Bash, Git. Also experienced with Hadoop, VMware, Perl, Python, Symantec, F5 Networks, Cisco, Check Point, Microsoft Windows, IIS, Powershell, Java, PHP, Drupal, Oracle, TCP/IP, NAS, SAN (iSCSI/FC), NetApp, Brocade, HP and Dell storage.

Business Skills

Technical writing and communication
Process automation
Infrastructure design
Troubleshooting
Attention to detail
Self starter
Quick learner

Industry Training

AWS Certified Solutions Architect 3/2018
AWS Certified SysOps Administrator 5/2018
Have held VMware, Cisco (CCNA) and Check Point (CCSA) certifications

Education

Purdue University

School of Communications 1993 - 1995

IUPUI

School of Information Technology 2001-2002

References

Available upon request.

Highlights of Qualifications

- Very quick, enthusiastic learner. Motivated by technical challenges and always curious about new technology
- Work ethic to take pride in. Highly dedicated to seeing projects to completion
- Capable of handling and prioritizing multiple tasks in a fast-paced environment
- Attention to detail and focus on complete solutions
- Ability to serve as a mentor in a team setting, as well as work individually
- Able to break down complex problems and explain them to wide audiences

Professional Experience

Staff Site Reliability Engineer

January 2022 - Present

OPENLANE, Carmel, IN

Returning to work with the team that I had come to know as a contractor (DeveloperTown), I was able to hit the ground running as a full-time employee. Responsible for cloud infrastructure design and support, especially focused on moving lines of business out of third-party hosting environments into AWS. While working here, I:

- Created procedures to deploy Red Hat OpenShift 4 on AWS
- Designed Route 53 Resolvers to provide a unified view of the company's internal DNS
- Advocated, and eventually secured, a path to simplify our Hashicorp Vault installation
- Helped advocate for the adoption of AWS CloudWAN
- Created our first ever successful disaster recovery procedure in the cloud
- Transitioned a line of business that was divested to a third party with no interruption of service
- Moved the US Marketplace from DigitalOcean to AWS, switching from a VM-based architecture to Kubernetes, and reducing planned database downtime from over 20 hours to zero
- Replaced the content delivery network for the US Marketplace with AWS Cloudfront, while putting an effective, tailored Web Application Firewall in place

Received the Waybuilder Award in 2023 for Fearless Ownership

Senior Software Engineer

October 2021 – January 2022

Lifeomic, Indianapolis, IN

Worked alongside software developers to enable the distribution of packages across AWS partitions (commercial AWS to GovCloud).

DevOps Practice Manager

September 2018 – October 2021

DeveloperTown, Indianapolis, IN

Lead a team of three to four people in a services company, securing feedback from clients on team member performance, as well as providing guidance to team members overall. Sales assistance as necessary including authoring sales materials and white papers. Accomplishments include:

- Development of a "Developer Experience Workshop" product, which is a purpose-driven engagement meant to highlight areas where software teams can improve their software development lifecycles, delivery cadence, and infrastructure management practices
- Empowered a large automotive client to transition nearly 80 apps from systems at risk through the implementation of RedHat OpenShift clusters, both on-premises and in the cloud
- Development of software deployment pipelines for multiple clients utilizing various CI/CD platforms including Gitlab, Jenkins, Azure DevOps, CircleCI, and others

Community Involvement

Co-organizer of the Indy DevOps meetup

Book reviewer for Packt Publishing ("Chef Infrastructure Automation Cookbook" and "VMware VSphere 5.x Datacenter Design Cookbook")

Precinct chair for the Hamilton County Democratic Party and regularly lead independent volunteer efforts around voter registration and ballot access

Enterprise Technical Architect
Ivy Tech Community College, Indianapolis, IN

November 2017 – September 2018

Provided guidance on services simplification and cloud adoption that defined a well-meshed, fault-tolerant infrastructure that complies with operational and security best practices. Accomplishments included:

- Simplifying DNS from six different types of DNS servers to Route53 and Active Directory DNS
- Introducing multiple AWS accounts to improve security, adjusting ADFS federation to provide access to all accounts
- Developing plans to transition from multiple directory services to a single IdM platform

DevOps Engineer
Indigo Bioautomation, Indianapolis, IN

March 2013 – October 2017

At Indigo, I worked directly with our developers and QA analysts to streamline the development and release of our SaaS product to production. Additionally, I was responsible for ensuring that systems were properly monitored, backups were run, and that the disaster recovery plan was executable. A large portion of my responsibilities were to automate the recreation of our platform using AWS tools and code, and to document procedures necessary to manage our infrastructure, including:

- Moving from Expedient Data Centers to AWS within a four-hour maintenance window
- Implementation of MongoDB as our primary database, including backups using EBS snapshots
- Switching from traditional VM-based architecture to Docker containers / PaaS
- Creation, and then successful, repeatable testing of our disaster recovery solution
- Automated infrastructure design using AWS Cloudformation and Jenkins
- Adoption of a Kubernetes cluster used to host our continuous integration platform

Senior Linux Administrator
ExactTarget, Indianapolis, IN

January 2011 – March 2013

Automated the installation of dozens of Linux platforms on nearly 2,000 virtual machines, both in-house and on Amazon EC2. Some of the notable accomplishments I achieved include:

- Initial use of devops tools, including Chef, Graphite, Nagios, Zenoss and Logstash to create a large, consistent, and self-governing web of applications
- Designed and installed a highly available web farm for exacttarget.com, revised in March 2013
- On-boarded and stabilized ExactTarget's first acquired company in the social media market
- Automated installation of six Hadoop clusters, running Cloudera CDH versions 3 and 4
- Spun up ExactTarget's first ever cloud-based sending platform for Amazon.com.

Received an award for handling customer service escalations in 2012

Tier 3 Support
Scale Computing, Indianapolis, IN

October 2010 – January 2011

Responsible for escalated product support for Scale Computing storage clusters. Supported technology included Linux, GPFS, Samba, and clustered NFS and CIFS.

Systems Engineer
n|Frame, Carmel, IN

April 2008 – October 2010

As a lead member of the Managed Services team, my responsibilities focused on VMware administration, as well as maintenance and assistance with managed customers' networks and systems. As a tier 4 systems engineer, it was my duty to ensure that everything was documented well enough for 24/7 servicing by our NOC personnel, and to mentor co-workers through technical on-the-job training.

- Designed, implemented and maintained the n|Server computing platform, which was a hosted IaaS product for VMware virtual machines
- Several customer-owned VMware infrastructure implementations and design
- Designed and installed a functional, geographically dispersed disaster recovery solution for customers on hosted VMs

Received an award for exceptional customer service in 2008

Lead System Administrator

May 1999 – April 2008

Indiana Interactive, Indianapolis, IN

Indiana Interactive is the network manager for the State of Indiana web portal (<http://www.IN.gov>). Working with the State of Indiana, my teammates and I built a portal capable of handling nearly **400 million hits per month** and earning **\$150 million per year in revenue** for the State of Indiana

Hired on as an assistant, my responsibilities eventually included leading a three-man team of system administrators, whose jobs were to ensure 99.99% website availability. We were jacks-of-all-trades. Chief examples of my responsibilities included:

- Installation and support of several NAS solutions using Network Appliance hardware (2004 – 2006)
- Several data center relocations without interrupting service (2006, 2004, 2000)
- Seamless migration of all Oracle databases to a multi-node Oracle RAC (2006)
- Roll-out of F5 BigIP web accelerators and Cisco load balancers (2006, 2002)
- Design and support of an enterprise-wide single-sign-on infrastructure (2002)
- Technology refreshes from Solaris 2.6 to Solaris 10; from Windows NT 4.0 to 2003
- **Writing and testing disaster recovery plans (2005 – 2007)**
- Key membership in two contract renewal teams, writing significant portions of both proposals (2006, 2005)
- CRM toolset migration with zero problems

Received awards for exceptional job performance in 2005, 2006 and 2007