



Information Technologist

Professional Resume

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SYSTEMS ADMINISTRATION, AUTOMATION ENGINEER, AZURE

I have been working with automation for years. While I started with VBScript and even a bit of ksh, csh etc. PowerShell is where I have the most experience. In the last few years, I have worked with Bash and most recently Python in a full DevOps environment. In System Administration my background includes team leader and trainer, manager and individual contributor. I have been the guy you wake up at 2:00 AM to troubleshoot and solve a crisis, but more importantly, I have been the guy who thinks proactively to implement solutions that prevent the crisis in the first place. System Administration without automation is no longer sufficient, however. I bring a lot of depth of knowledge with me, particularly in Windows. I also bring with me direct experience in open-source DevOps, with up-to-date skills in CentOS/Ubuntu Linux, PowerShell, Bash, Git, Chef, Azure, VMWare, Hyper-V, Vagrant, Virtual Box, Docker, Python, REST API and Agile.

RIGHTCROWD –

SENIOR TECHNICAL LEAD/SYSTEM ADMINISTRATOR

Aug 2019 - Oct 2022

Provide tier 3 Windows OS and Application Administration for deployment of a highly customized application with a major client. Measure and improve uptime, solve issues - pass issues to the development team when the only fix is to recode.

- Deploy new code and configuration changes into PPE and Production environments worldwide. Validate and augment instructions, incorporate efficiencies into this process by dividing up tasks and develop automation
- Build PowerShell modules to support automation tasks with rapid deployment including monitoring and common mitigation tasks
- Construct PowerShell based monitoring web page for early detection of system issues utilized by 5 X 24 support team
- Write PowerShell and SQL scripts to automate migrations/deployments/mitigations
- 2 years migrating system into Azure. Projects included
 - Authentication to AAD/SAML/MFA
 - Migration of OnPrem servers to Azure VMs
 - Migration of Email from SMTP to EWS with secrets and tokens in Key Vault
 - Implementation of Log Analytics

EXPEDIA/INSIGHT GLOBAL – DEVOPS ENGINEER/SYSTEM ADMINISTRATOR

Jun 2018 - Dec 2018

Automate everything in Expedia's data center and AWS operations. Agile environment.

- Technologies: AWS, Stackstorm, Vagrant, Virtual Box, Docker, Python, CentOS Linux, Chef, REST API, Jenkins
- Remediated security violations in AWS while learning company policies
- Updated "infrastructure as code" in Python to update Docker containers via CI/CD pipeline
- Upgraded/Patched servers using Infrastructure as Code methodologies

EXPEDIA/INSIGHT GLOBAL - DEVOPS LAB ENGINEER

Oct 2016 - Apr 2018

Take responsibility for Deployment Lab and help bring the organization to a DevOps mentality.

- Modified and fixed Jenkins/Perforce/GitHub/PowerShell nightly CI/CD build and deployment of QA environment. This increased the reliability by 400% and saved 1-2 hours per day of manual remediation.
- Re-wrote PowerShell, bash and ksh scripts as needed to meet changing environment requirements. Used monitoring outputs and watched email announcements to proactively identify potential changes and problems. Prevented multiple service interruptions in this manner.
- Built a service based PowerShell/HTML monitoring solution to watch critical aspects of the lab servers. The web page output was consumed by other groups as they became aware of its existence.
- Implemented some minor Chef remediation cookbooks as I worked to increase the Chef knowledge base and utilization within my work-group.

MICROSOFT/INSIGHT GLOBAL - SERVICE ENGINEER

Jan 2016 - Oct 2016

Operated external Microsoft AD/DNS domains, included gaming/XBOX

- Ensured High Availability with MS SQL versions 2008, 2012 and 2014 utilizing mirroring, log shipping, Windows Cluster Server and Availability Groups. Created and corrected several procedures to increase up time during routine maintenance.
- Administered 9 inter-related 2008/2012 Active Directory and DNS domains.
- Increased completeness and quality of patching process by 20%. Precisely defined server inventory, eliminated unnecessary effort, fixed and updated the documentation for broken processes.

WINDOWS SYS ADMIN - SEEKING OPPORTUNITIES

May 2015 - Jan 2016

Apr 2018 - Jun 2018

Learned new methodologies of job hunting after 18 years continuous employment.

- Studied for and passed the Implementing Microsoft Azure Infrastructure Solutions exam 70-533
- Built my own Azure Cloud student lab including a new Server 2012 domain and load balanced IIS web servers using both the Portals and PowerShell scripts.
- Published my own website in Azure to house my resume and showcase other technical achievements
- Built an AWS Lambda Function in Python to publish mountain weather forecast data to my website
- Built a REST API in AWS as a contact me page on my website
- Published a second, partner website on Azure

ENVIRONMENT MGR, ENTERPRISE SHARED SQL - BOEING Aug 2011 - Apr 2015

Managed an enterprise scale, outsourced IT environment of 150-200 shared SQL servers with 6,000-10,000 OLTP and Data Warehouse databases, many in High Availability clusters

- Increased server utilization to support 40% more databases on the same number of servers, providing savings in licensing and per server administration costs upwards of \$6 million annually.
- Implemented and documented a new semi-automated server validation procedure using PowerShell scripting that reduced required reworks from 90% to less than 50%.

SYSTEMS INTEGRATOR 5 - BOEING

Nov 2009 - Aug 2011

Managed, merged and decommissioned parts of the Alteon computing environment subsequent to Boeing absorbing the subsidiary into the main company.

- Recognized for migrating email systems into Boeing in under 6 months, eliminating 8 servers in 4 locations.
- Collaborated in the design, configuration, planning, testing and documentation of a disaster recovery plan to move application services from Seattle data center to Miami disaster recovery site hardware when the Seattle data center was threatened by flood.

HOST MANAGER - ALTEON TRAINING - A BOEING COMPANY

Apr 2007 - Nov 2009

Managed a team of 8 System Administrators in multiple locations running Windows and UNIX systems with 150 production servers in 16 locations on 4 continents.

- Leveraged automation capabilities to install full suite of servers and workstations in Singapore within 9 days
- Successfully managed a project to add encrypted Exchange email capabilities within Alteon using Microsoft PKI technologies. The project was expanded to allow easy encrypted email exchange with Boeing employees by working with the security teams at both companies to open access to each company's Active Directory.
- Automated tablet OS Installation using VBScript, RIS and SMS to make possible a new format of Computer Based Training for student instruction on 787 flight and operations, meeting the customer requirement for fast reset of classroom resources.

WINDOWS SYS ADMIN 4 - ALTEON TRAINING/FSBTI

Jul 1997 - Apr 2007

Administered Microsoft servers, starting with 2 and ending with 200 servers in multiple global locations, including Active Directory, SQL and Exchange. Developed services architecture of the new organization.

- Migrated Computer-Based Training Center from six legacy UNIX/Novell servers to two Windows NT servers resulting in faster, more dependable, secure and inexpensive service delivery allowing for system administration manpower to be cut by 50% while reducing trouble calls by 50%.
- Led the system upgrade to Windows 2000 and Exchange 2000 prior to the sudden dissolution of the company's joint ownership that created a new enterprise with a new corporate name and a corresponding domain name change. Built a new domain, wrote scripts, and successfully migrated data from all global resources in a single weekend with little interruption in service.

PROFESSIONAL CERTIFICATIONS

[Certifications](#)

CHEF CERTIFICATION

Basic Chef Fluency

MICROSOFT CERTIFIED PROFESSIONAL

Implementing Microsoft Azure Infrastructure Solutions

MICROSOFT CERTIFIED SYSTEMS ENGINEER

Security, Windows Server 2003
Messaging, Windows Server 2003
Windows Server 2003

Linux Academy Online Training 2017

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|----------------------------------|--|
| Basic Chef Fluency Badge | Chef Local Cookbook Development Badge |
| Microsoft Azure Essentials | Git and Git lab - Start to Finish |
| Mastering The Linux Command Line | The System Administrator's Guide to Bash Scripting |
| PowerShell Essentials | LPI Linux Essentials |
| Learning Vagrant | Docker Quick Start |

Instructor led 1996-2015

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|---|---|
| Upgrading Skills to MCSA Windows Server 2012 | Configuring and Administering Hyper-V Server 2012 |
| Interconnecting Cisco Networking Devices | Solaris UNIX System Administration I |
| Exchange Server 5.5: Design and Implementation | Exchange Server 5.5: Concepts and Administration |
| Solaris UNIX 2.x System Administration Essentials | Supporting Windows NT 3.51 Server And Workstation |

VOLUNTEER WORK

The Mountaineers

- Hike, Backpack and Snowshoe Leader
- Navigation, Scramble, Snowshoe, and Backpack instructor
- Led a team to develop a new on-trail navigation class. This class has been in use for three years. Grew the class to more than 50 students per year.
- Named Navigation Committee Chairman for Foothills branch in 2016.

Skills (Tags)

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|------------------------|--|
| Hardware: | Dell HP Servers Workstations Laptops Raid Systems EMC SAN KVM UPS |
| OS: | Windows NT4 W2K W2K3 W2K8 W2K12 Ubuntu CentOS Azure Active Directory DNS Group Policy Objects (GPO) Cluster Services Remote Installation Services (RIS) |
| Applications: | Jenkins Git GitHub Perforce Chef Hyper-V Exchange SQL Server Internet Information Server (IIS) Systems Management Server (SMS) Microsoft Operations Manager (MOM) Anti-Virus Norton Symantec Sybari Antigen Software Update Services SUS WSUS Arcserve NTBackup Veritas NetBackup VMWare GFI Anti-Spam MS Office |
| Scripting/Programming: | PowerShell Bash Ruby VBScript Batch HTML .Net WMI ADSI Bash Ruby |
| Soft | System Design & Implementation • Global IT System Administration • Project Management • Creative Troubleshooter • Global Computer Based Training • Shared Database Administration • Server Efficiencies • Ability to Handle Multiple Complex Projects • Technology Innovation • Effective Communicator |