

Senior level IT Operations Engineer ready to leverage over 18 years of solutions engineering, management & customer focused experience into a position that will allow me to combine my prior experience to bring the most business value possible. I am proficient in a wide variety of technologies and practices with my recent focus being:

- AWS Cloud Technologies & Security
- Infrastructure Design & Architecture
- Server & Desktop Virtualization
- Microsoft Server & Domain Administration
- Scripting & Automation
- DevOps Practices & Tooling
- Project Management
- Technical Documentation
- Career Mentoring/Guidance
- Technical Pre/Post-Sales
- Vendor Management
- Customer / Client Partnerships

## Professional Experience

### TIBCO Software, San Francisco, CA

#### Manager, Site Reliability Engineering | March 2019 - Current

Acted in a player/coach role with a geographically dispersed team of engineers and support personnel to grow our worldwide SaaS platform while enabling business owners to usher in new products/platforms to enhance customer capabilities and retention.

- Led the team through a DevOps POC where the team studied and developed processes with tools such as Ansible, Terraform, Packer and Jenkins in order to determine the ideal toolset to adopt IaC as we transitioned to an automated deployment methodology on AWS.
- Managed an annual technology budget of \$2.5M to support 3 worldwide datacenters, 2 AWS regions, support contracts and VAR partnerships.
- Partnered with R&D Team and Professional Services to research, architect and implement custom integrations with TIBCO SpotFire Cloud Analytics engine and our SaaS platform, leveraging Apache Airflow for data movement to AWS RedShift and S3.
- Acted as the face of TIBCO Reward SRE team for all customer-facing escalations, requests and meetings. Partnered with customer teams to investigate and remediate any issues, regardless of the source.

#### Sr. Technical Lead - SaaS Operations | April 2013 - March 2019

Primary infrastructure engineer with a focus on scalability, growth and capacity management of our self-managed cloud for the Reward SaaS application division of TIBCO Software.

#### Notable Technical Projects Include:

- Worked closely with other team members to design, scope, deploy and securely integrate 2 new geographically dispersed datacenters in Frankfurt, Germany and Las Vegas, NV. Also worked to expand our self-managed cloud to AWS.
- Lead engineer and project manager for our vendor-supported deployment, integration and ongoing support of Microsoft Systems Center Operations Manager 2012 R2 Infrastructure that encompasses over 400+ worldwide servers in multiple datacenters.
- Completely overhauled internal security methodology with regard to Microsoft Windows security. Coupled with

new requirements from PCI and SOX Compliance, dramatically increased the efficiency and granularity of the Operational control of security by deploying new security standards and establishing internal policies for audit tracking.

- Sole Operations engineer on wide-scale project to investigate the ability to condense SaaS offering into a thinner, more streamlined application. Worked closely with development team to identify capabilities to leverage software such as VMware ESX and VMware vCenter to automate the deployment of a SaaS environment. The result was the ability to stand up a single instance environment in less than 45 minutes, completely automated, which was a vast improvement over the previous 40-60+ hour manual process.
- Designed, tested and implemented offline-root sourced PKI into both our QA and Production domains that ultimately secured all LDAP, RDP and other server to server communications internally.

## **iCorps Technologies, New York, NY**

### **Regional Manager | February 2012 – October 2012**

Worked with iCorps Senior Management to develop the role of Regional Manager for the NY/NJ/CT area. Through a 6-month project, was responsible for overseeing all operational objectives and technical guidance for a talented and growing team of Technology & Systems Consultants. Continued to leverage my extensive consulting experience to develop and mentor top-notch consultants into industry leaders. Worked closely with executive management to establish standards for ongoing professional growth within the NYC office.

Served as primary Account Manager for 40+ clients in NY Metro Region to perform regular account reviews and serve as an escalation point for all service related issues. Took an integral role in supporting Boston, NYC and Philadelphia Sales teams to provide technical pre-sales delivery for opportunities of all sizes.

### **Sr. Systems Engineer | September 2011 – February 2012**

As part of a team of top-level consultants, provided Sr. Systems Engineering support to high-level clientele throughout the Northeast United States with affiliate offices nationwide. Responsible for project management tasks, architecture design and level 3 support.

## **Independent Consultant, Nationwide**

### **Sr. Systems Engineer | Feb 2011 – Sep 2011**

With a strong focus on solutions that drive business forward, partnered with companies looking to develop their IT team into a leading-edge business entity by increasing overall value, raising efficiency, lowering total overhead and maximizing ROI.

## **Pacific Sunwear, Anaheim, CA**

### **Systems Engineer | Aug 2010 – Jan 2011**

Part of a team that supported and enhanced corporate and store infrastructure systems. Supported and developed IT infrastructure at 2 corporate sites, 4 datacenters with over 900 physical locations and 10,000 employees

## **VLSystems, Inc., Irvine, CA**

### **Sr. Systems Engineer | Jul 2006 – Aug 2010**

Responsible for solutions architecture, project management and entire project lifecycle, complete from initial engagement, solutions architecture, scope of work, associated timeline and definition of deliverables, as well as full discovery, final design, controlled testing, full implementation and final documentation. .

### **Systems Engineer | Jun 2004 – Jul 2006**

### **Jr. Systems Engineer | Jan 2002 – Jun 2004**