

SUMMARY OF QUALIFICATIONS

- Information Technology leader with 30 years of progressive and diversified technical and management experience.
- Comprehensive experience in architecture, implementation, management, and support of Information Technology resources.
- A proven track record for solving complex needs with effective solutions that multiply business objectives.

RELEVANT PROFESSIONAL EXPERIENCE**Targetbase****Irving, TX****Senior Systems Engineer****October 2022 - Present**

- Restructured cloud infrastructure configuration management and code deployment projects and pipelines in Azure DevOps.
- Built and supported cloud infrastructure in AWS and Azure on various server and serverless app services such as AKS, ACA, Windows and Linux based web apps and function apps.
- Wrote custom Powershell and Bash scripts to automate tasks with various servers and APIs such as Microsoft Graph.
- Overhauled SharePoint documentation and processes for comprehensive implementation and support of infrastructure.
- Standardized to code-based deployments for applications, websites, and various Azure Infrastructure using IAC processes via Terraform.
- Audited and streamlined AWS and Azure cloud infrastructure resources to reduce operating costs.
- Implemented numerous qualitative improvements to ensure environment scalability, stability, and a secure infrastructure.

Epsilon**Irving, TX****Principal DevOps Engineer****July 2015 - September 2022**

- Architected and supported infrastructure and applications in various Windows and Linux AWS, Azure, and On-Premise environments.
- Architected Chef and Puppet Configuration Management Systems, Azure DevOps and Jenkins Build Environments, ELK Stacks, EKS, and Sensu Monitoring environments.
- Continuous Integration (CI/CD) experience using tools such as Jenkins, Github, Azure DevOps Classic and Yaml-Based build pipelines, MSBuild / MSDeploy, Powershell, Ruby, and Bash.
- Experience with a variety of Cloud based technologies in AWS, Azure, and Rackspace.
- Implemented, documented, and maintained DevOps and best practice methodologies, support policies and procedures, and mentoring in a globally distributed team.

New Relic**Portland, OR****Manager****September 2014 - May 2015**

- Provided leadership to a Team of 9 Application Support Engineers to deliver an outstanding Customer Support experience to New Relic's Windows .NET based customers across a 24x7 environment.
- Strategized with leadership and other teams to create a complete support vision.
- Collaborated with team members to iterate and implement standardized processes and best practices.
- Guided weekly team meetings to promote expectation setting, customer centric knowledge sharing, and inclusiveness.
- Provided morale boosting activities through team outings and lunches while encouraging workplace fun and humor.
- Measured quality of Servant Leadership and Employee Engagement through quarterly NPS surveys.

Rackspace**San Antonio, TX****Manager****January 2011 - August 2014**

- Guided a Team of up to 23 personnel comprised of Windows and Linux Administrators to provide Customer Support to Rackspace's largest and most complex Enterprise customers in a 24x7 environment.
- Ensured team members had the proper training, processes and tools necessary to support Rackspace Enterprise customers consistently.
- Interviewed, hired, and on-boarded many new employees to the Enterprise team.
- Coached employees through monthly 1:1 sessions, bi-annual review sessions to help accomplish their personal career goals.
- Provided technical and communication development to all members of the team.
- Promoted numerous members of my team into various roles including 1 Manager and 6 System Engineers.
- Served as a technical and process escalation point for employees and customer account relationship teams.
- Reviewed technology requests and worked with direct reports to schedule and complete projects. Liaised with other departments and direct reports to assess client needs and provide solutions.
- Improved quality and performance of the team through development of internal metrics and prioritization of incoming work.

PRIOR PROFESSIONAL EXPERIENCE

Rackspace Windows Systems Administrator	San Antonio, TX June 2008 - December 2010
Spherion Systems Administrator	Atlanta, GA December 2006 - April 2008
S1 Corporation Systems Administrator	Atlanta, GA March 2003 - November, 2006
ProCore Solutions Sr. Systems Administrator	Atlanta, GA July 2001 - February 2003
PSINet, Inc. Implementation Project Manager	Atlanta, GA August 2000 - May 2001
EPanacea.com Integration Project Manager	Atlanta, GA April 2000 - August 2000
S.I.T.A. Network Configuration Specialist	Atlanta, GA July 1999 - April 2000
Syndesa Systems Administrator	Atlanta, GA May 1999 - July 1999
Belcan I.T. Consultant	St Louis, MO January 1998 - May 1999
Houlihan Computer Solutions Systems Administrator	St Louis, MO September 1997 - January 1998
S.S.E. I.T. Consultant	St Louis, MO June 1997 - September 1997
Open Technology, Inc. I.T. Consultant	St Louis, MO March 1997 - June 1997
Advanced Resources I.T. Consultant	St Louis, MO August 1996 - March 1997
University of Missouri Computer Technician	St Louis, MO November 1995 - July 1996
CompUSA Computer Technician	St Louis, MO May 1995 - November 1995
Plato Computers Computer Technician	Wood River, IL May 1994 - August 1994

EDUCATION AND PROFESSIONAL DEVELOPMENT

Microsoft Certified: Azure Fundamentals Certification ID: 9D1C4A-D4B02B	2021
Windows Server 2012 (MCSA) Certification ID: 372736	2013
Cisco Certified Network Associate (CCNA) Certification ID: CSCO12442536	2013
Red Hat Certified Engineer RHEL 6 (RHCE) Certification ID: 120-212-865	2013
CompTIA A+ Certification ID: COMP10089060	1995
Conway High School High School Diploma	1992