

SUMMARY OF QUALIFICATIONS

- Information Technology professional with 26 years of progressive and diversified technical and management experience.
- Well rounded experience including, but not limited to, management, design, implementation, and support of I.T. resources and projects.
- A proven track record when it comes to solving large complex issues with efficient I.T. solutions while keeping directly in line with business needs.

RELEVANT PROFESSIONAL EXPERIENCE

- | Epsilon | Principal DevOps Engineer | July 2015 – Current |
|--|----------------------------------|-----------------------------------|
| Marketing | | Irving, TX |
| <ul style="list-style-type: none">• Architected and supported client infrastructure and applications in various Windows and Linux Cloud and On-Premise solutions.• Architected Epsilon's Chef and Puppet Configuration Management systems, Jenkins Build Environments, ELK Stacks, AWS Kubernetes, and Sensu Monitoring environments.• Continuous Integration (CI/CD) experience using tools such as Jenkins, Github, Azure Devops, MSBuild / MSDeploy, Powershell, Ruby, and Bash.• Experience with a variety of Cloud based technologies in AWS, Azure, and Rackspace.• Implemented, documented, and maintained devops methodologies, support policies and procedures, and mentoring in a globally distributed team. | | |
| New Relic | Manager | September 2014 – May 2015 |
| Software Analytics | | Portland, OR |
| <ul style="list-style-type: none">• Successfully lead a Team of 9 Application Support Engineers to provide 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.• Lead 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/humor.• Measured quality of Servant Leadership and Employee Engagement through quarterly NPS surveys. | | |
| Rackspace Managed Hosting | Manager | January 2011 – August 2014 |
| Managed Hosting Provider | | San Antonio, TX |
| <ul style="list-style-type: none">• Successfully lead 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. | | |
| <p style="text-align: center;">Windows Systems Engineer April 2010 – December 2010</p> <ul style="list-style-type: none">• Owned the technical relationship for a \$450k Monthly Revenue account base consisting of over 1,400 devices in multiple environments and platforms that spanned globally.• Advised, architected, implemented, documented and maintained highly available environments.• Partnered with our customers to implement solutions that will improve the performance, reliability and cost savings for their environments based on business requirements.• Collaborated with teams when identifying and finding resolution to highly complex issues, at the hardware, OS, application, and/or network layer.• Maintained awareness of business issues as they impact overall project plans. Provided status updates on the projects and health of my account base to management.• Served as an escalation point and mentor for Systems Administrators in resolving issues. | | |
| <p style="text-align: center;">Windows Systems Administrator June 2008 – April 2010</p> <ul style="list-style-type: none">• Provided Systems Administration and Technical Support Rackspace's most complex Enterprise Level Customer environments.• Maintained the Enterprise Support Queue by working new issues, and alerts for approximately 1,500 customers and 25,000 Servers.• Performed analytical, design and documentation skills at a multi-product/multi-environment level.• Took ownership of customer issues including prioritization, routing, troubleshooting to resolution and server implementations.• Planned, documented, and executed routine and critical maintenances corresponding to security patching, application updates, hardware upgrades, and hardware migrations.• Recommended and implemented enhancements on critical customer devices to maximize response times and stability.• Supported Windows Active Directory, IIS and DNS, Clustering, SQL Server, E-Mail, VPN and SSL technologies.• Worked with internal teams such as Networking, Backup, and Datacenter to meet customer Service Level Agreement requirements. | | |

PRIOR PROFESSIONAL EXPERIENCE

Spherion (Consulting) <i>Consulting for Financial Software Provider</i>	Systems Administrator	December 2006 – April 2008 Atlanta, GA
S1 Corporation Datacenter Hosting and Financial Software Implementation	Systems Administrator	February 2003 – November, 2006 Atlanta, GA
ProCore Solutions (Consulting) <i>I.T. Consulting for the Energy Co-op Industry</i>	Sr. Systems Administrator	July 2001 – February 2003 Atlanta, GA
PSINet, Inc. Managed Hosting Provider	Implementation Project Manager	August 2000 – May 2001 Atlanta, GA
EPanacea.com Software Development	Integration Project Manager	April 2000 – August 2000 Atlanta, GA
S.I.T.A. Telecommunications	Network Configuration Specialist	July 1999 – April 2000 Atlanta, GA
Syndesa Software Development	Systems Administrator	May 1999 – July 1999 Atlanta, GA
Belcan (Consulting) <i>I.T. Consulting for the Transportation Industry</i>	I.T. Consultant	January 1998 – May 1999 St Louis, MO
Houlihan Computer Solutions Computer Rental	Systems Administrator	September 1997 – January 1998 St Louis, MO
System Service Enterprises (Consulting) <i>I.T. Consulting</i>	I.T. Consultant	June 1997 – September 1997 St. Louis, MO
Open Technology, Inc. (Consulting) <i>I.T. Consulting</i>	I.T. Consultant	March 1997 – June 1997 St. Louis, MO
Advanced Resources Group, Inc. (Consulting) <i>I.T. Consulting</i>	I.T. Consultant	August 1996 – March 1997 St. Louis, MO
University of Missouri Education	Computer Technician	November 1995 – July 1996 St Louis, MO
CompUSA Computer Retail	Computer Technician	May 1995 – November 1995 St Louis, MO

CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

Cisco Certified Network Associate (CCNA)	2013	Certification ID: CSC012442536
Red Hat Certified Engineer RHEL 6 (RHCE)	2013	Certification ID: 120-212-865
Microsoft Certified Solutions Expert for Server 2012 (MCSE)	1998 - 2013	Certification ID: 372736
CompTIA A+	1995	Certification ID: COMP10089060
University of Missouri St Louis	1996	Management Information Systems Courses
Arkansas Tech University	1993	General University and Music Courses
Conway High School	1992	High School Diploma