

TECHNICAL SKILL SET

- Networking appliances/networking including Cisco, HP, Fortigate, Site to Site VPNs, IPsec/L2TP VPNs, F5 load balancers, NGINX, reverse proxies, SSL certificates, ciphers
- Hosting/cloud provider solutions and cloud networking knowledge in AWS and Rackspace
- Virtual technologies such as VMWare, Hyper-V
- Containerized technologies and inter-container networking with Docker and Kubernetes
- Automation tools such as Puppet and Foreman
- CI/CD Tools such as Bamboo, Artifactory, TeamCity, and Jenkins
- Database technologies including SQL, MySQL, Postgres, and UniData/multi-value databases
- Logging solutions including GrayLog and SumoLogic
- Monitoring solutions including Zabbix, Grafana, SumoLogic Alerts, NewRelic, AWS CloudWatch, etc.
- Release Operations (RelOps) tasks such as git management, artifact creation, build, deploy, QA collaboration, unit testing
- Dedicated mail and AV appliances including ArcMail, Barracuda, SonicWALL, Sophos AV & Web Filter, FortiMail
- Penetration Testing with WhiteHat and Rapid7 & performance testing with NeoLoad, NewRelic
- Utilization for API connectivity to execute various tasks such as syncing data between systems, automation, etc.
- Windows/Linux server operating systems and functions including Windows Server, CentOS/RedHat, AD, DHCP, DNS, GPO
- Installation and management of all Windows/Linux machines
- Telephony including Cisco Unity/Unified/Emergency Responder
- iOS Mobile Device Management especially AirWatch/Apple Configurator/Apple VPP/DEP
- Change management processes for SOC 1, SOC 2, and PCI compliance

PROFESSIONAL EXPERIENCES

PrismHR, Hopkinton, MA

Senior Infrastructure Engineer & Release Operations Team Lead

January 2019 - Present

- Closely work with internal and customer C-level management on designing, implementing, documenting, and supporting newly hosted services accomplishing tech roadmap goals and reducing technical debt
- Manage a team of junior and principal engineers towards successful releases, hotfixes, and maintenance responsibilities, while keeping all major projects on track and key deliverables met while utilizing agile methodologies
- Refactored automation for applications running on Docker to improve the speed and efficiency for implementing new stacks to deliver high availability of services and simplify config management
- Function as the technical sales engineer for on-site pitches with our largest customers SVP, directors, and key decision makers
- Provide guidance with migration or setup of on-premise customers to our cloud or their own on-premise infrastructure
- Provide support and mentorship to the onsite and remote engineering, development, and QA teams to facilitate development, testing, and release activities
- Identify, diagnose, and resolve full application stack problems, end-to-end, including network/firewall connectivity, traffic utilization, authentication, SSL, load balancer, and application debugging
- Create and maintain comprehensive documentation relating to server and network topology, equipment, and configurations

Infrastructure Engineer / Sales Engineer

June 2017 - January 2019

- Responsible for working with on-premise customers to pitch newer software product and convert customers to the latest product offering resulting in 92% of all customers converting
- Implement process improvements, automating tasks, enforcing compliance standards, and ensuring on-time error-free delivery of SaaS services
- Administer system and application health monitoring tools, and log management systems

- Support infrastructure services in all areas including storage networking, load balancing, operating systems, directory services, backup and restore, and network monitoring
- Troubleshooting full application stack issues in an expedient manner
- Participate in the execution of the disaster recovery plan, off-hours upgrades, maintenance, and troubleshooting
- Ensure compliance with government regulations and industry best practices

Tantasqua Regional School District, Fiskdale, MA

Assistant Director of Technology / Network Administrator

July 2014 - June 2017

- Managed, led, and mentored four System Administrators who as a team we maintained seven different school buildings, and four unique towns and the departments within
- Implemented and facilitated monthly Leadership Committees to increase communication between technology department, teachers, staff, and students
- End to end management and execution of seven-figure enterprise networking infrastructure upgrades

System Administrator

June 2009 - June 2014

- Maintained servers, workstations, network equipment, peripherals including cat5e/6, fiber optic cabling, routers, switches, VPN
- Updating, and maintaining website, IIS management, SSL certificates

Marshall Street Disc Golf, Leicester, MA

Director of Technology (Contracted as needed)

January 2017 - Present

- Led and migrated the entire 35,000+ product inventory for 2nd largest frisbee disc golf pro shop in the world to a new ecommerce platform utilizing REST API to synchronize website and in-store inventory to Quickbooks POS
- Continually sub-contract and manage additional technical resources to "divide and conquer" various challenges such as UX/UI, reporting tools, SEO
- Implemented failover solutions to various existing microservices including shipping software, REST API syncing, reporting tools, and other core day-to-day functions
- Implemented large full bare metal backups of offsite website databases/data and onsite servers
- Created several develop, staging, test environments to fully test all changes prior to affecting production and setup multistep monitoring to check for site functionality
- By 2020, sales have increased 566% from the day I started in 2017

EDUCATION & CREDENTIALS

Worcester State University – September 2012 - August 2014

Master's Degree in Business Administration (MBA), Organizational Leadership concentration, GPA 3.9

Becker College – September 2008 - December 2011

Bachelor's Degree in Business Administration, Management concentration, GPA 3.83

SumoLogic Certified – 2020

Certified in six cores including Fundamentals, Administrator, Advanced Metrics with Kubernetes, Metrics Mastery, Search Mastery, and Security Analytics.

CompTIA A+ & Network+ Certified – 2015

Criminal Justice Information System (CJIS) Certification – 2014, 2017

The CJIS certification test is given to all police, police/fire dispatchers, and system administrators who interact with the State and FBI's Criminal Justice Information System.

LEADERSHIP & COMMUNITY SERVICE

Advisory Committee Member & Chair – 2007 - Present

- Active committee member and chair for Computer/Information Technology classes offered at Tantasqua Regional School District's technical division
- Current vocational students graduate as experienced scholars ready to enter a career in a technology-related field upon graduation or transition into a college program.
- Review budgets, educational materials, subject matters, diversity, accessibility, and inclusion efforts