

CAREER OBJECTIVE

Seeking a senior systems administrator or systems engineering position at a fast paced and innovative company in the greater Denver area.

EMPLOYMENT HISTORY

Blue Apron • Senior Site Reliability Engineer • Remote • 2019 – present

- **Infrastructure Management** – Own, monitor, and manage lifecycle of on premise virtual and physical servers (mostly Linux) hosted on VMware vSphere clusters through a multitude of tooling such as Ansible, Vagrant, Chef, Terraform, Docker, and other API's. Manage and perform major version releases of underlying hypervisors as well as security patches.
- **Infrastructure Monitoring** – Utilize the Prometheus suite to monitor onsite infrastructure, employing custom alerts, metrics, and metric exporters across our tech stack. These tailored components serve as triggers to promptly notify on-call resources, facilitating swift resolution of infrastructure issues and minimizing Mean Time to Resolution (MTTR).
- **Technical Steering and Guidance** – Provide guidance to C-level executives and engineering directors as a subject-matter expert in infrastructure matters. This invaluable support assists in guiding the organization towards optimal and cost-effective infrastructure solutions, while mitigating technical debt and complexity. Additionally, frequently engaged by various teams and projects as an individual contributor, offering valuable feedback and suggestions on proposed solutions.
- **Identity and Access Management** – Setup, configure, and maintain IAM systems with a specific emphasis on SAML and LDAP-based authentication for internal servers and services.

In addition to many of the below duties and responsibilities.

Blue Apron • Senior Systems Administrator • New York, New York • 2016 – 2019

- **Infrastructure Planning & Procurement** – Plan and forecast infrastructure needs and growth as the company scales. Maintain and retrofit existing systems and infrastructure to support day to day needs while new solutions are vetted and built out. Manage a budget of \$500k to purchase new hardware, software, and SaaS application suites.
- **Infrastructure Management** – Manage on premise VMware vSphere Datacenters and AWS cloud infrastructure. Services include internal IT tools, network services (DNS, DHCP, NAP, & RADIUS), ticketing systems, human resource management systems, Splunk, JAMF Pro, digital asset management platforms, as well as the underlying VMware infrastructure. Chef is used for configuration management.
- **Network Administration** – Manage, monitor, and troubleshoot interconnected office networks across seven locations. Setup and configure advanced networking technologies such as IPsec PTP tunnels to AWS infrastructure and RADIUS/NAP servers.
- **Client Management** – Manage 2k+ end client workstations, 1.8k+ mobile devices, and 2.3k users using various directory systems and configuration management platforms such as JAMF Pro, LDAP, RADIUS, and Google Apps.
- **IT Development** – Build, develop, and deploy internal tools using bash, python, and ruby. Build integrations between applications and other tools using RESTful API's.
- **SaaS & IaaS Management** – Manage cloud applications and infrastructure services such as Google Apps, Box, Amazon Web Services, Jira, Confluence, JAMF Pro, and JumpCloud.
- **Mentorship** – Mentor, train, and lead a team of 6 technicians. Encourage continued education and professional development. Offer career advice and guidance.
- **Hiring and Recruiting** – Responsible for interviewing and judging potential candidate's technical competency and business acumen. Participate in round table feedback sessions and hiring strategy meetings.

Rackspace Hosting • Systems Engineer I & IT Technician, III, II, I • Blacksburg, Virginia • 2008 – 2016

with frequent visits to: Herndon VA, Atlanta GA, San Antonio TX, and San Francisco CA

- **Virtualization** – Virtualize in-house tools and systems using VMware ESX server, Hyper-V, KVM, and cloud technologies. Create virtualized development environments for software development teams who required high availability and ample resources.
- **Mac OS X Imaging & Management** – Develop OS X images that are deployed across the company which include standardized security settings and default software offerings. Develop imaging scripts and tools to satisfy the company's growing OS X needs and security concerns. Evaluate and implement Mac OS X management solutions to make client support more efficient and secure. These management solutions include managed profiles, software update servers, and custom managed software center.
- **Server Management** – Manage and maintain servers that host business critical services such as Active Directory, DHCP, hypervisors, and client imaging systems. These services are built on Windows, Linux, and Mac OS X infrastructure.
- **IT Development** – Create web-based tools using LAMP and IIS technologies to assist help desk personal and engineers. Experience with Bash, PowerShell, and Python in creating scripts and tools for the automation of repetitive tasks.
- **Process Management** – Develop processes and procedures for handling various tasks and projects such as new hire on boarding, infrastructure decommissioning, inventory control practices, and user device policies.
- **Network Administration** – Monitor and troubleshoot office wired and wireless networks and VLANs. Cisco and Aruba technologies. Utilize network monitoring suites such as Zenoss, Cacti, and Nagios.
- **Remote IT Support** – Travel to remote offices to assess and address IT related needs and issues. This ranges from simple hardware tickets to infrastructure decommissioning and build out.
- **Videoconferencing** – Install codecs and related A/V hardware. Experience with LifeSize, Vidyo, Crestron, and Extron systems.
- **Vendor Management** – Manage contracts and relationships with IT contractors and vendors.
- **User Administration** – Setup new user accounts and permissions for new employees and contractors.
- **New Hire Setup** – Responsible for procurement and the setup of new hire IT equipment and accessories.
- **Help Desk** – Assist thousands of users in multiple remote office locations with various IT related requests. Experience with Spiceworks, LiveTime, and ServiceNow ticketing systems.

Rackspace Hosting • Software Developer I • Blacksburg, Virginia • 2007 – 2008

- **Web Development** – Implemented the Mail Migration Tool v2.0 utilizing PHP, MySQL, HTML, and CSS (LAMP).