



TECHNICAL SKILLS

AUTOMATION, DEVOPS

- PowerShell Scripting
- REST APIs, JSON
- Git Repositories, GitHub
- Ansible Playbooks, Jinja Templating
- Google Cloud Platform (GCP)
- Amazon Web Services (AWS)
- CI/CD (Drone, GitHub Actions)
- Python Modules

NETWORKING, OPERATING SYSTEMS

- Windows Server Core
- Red Hat Enterprise Linux
- Ubuntu Linux
- Juniper Junos OS
- IPSec & SSL VPNs
- Napalm Network Automation
- IPv6/DHCPv6/RA
- BGP/OSPF

SYSTEMS ENGINEERING, VIRTUALIZATION

- Active Directory, LDAP, Kerberos
- AD Certificate Services PKI
- MSSQL Server
- VMWare vCenter
- VMWare PowerCLI
- HAProxy Load Balancer
- Windows Failover Clustering
- Docker Containers

PROJECT MANAGEMENT, ACCOUNTING & FINANCE

- RFP/RFQ generation
- Office 365 SharePoint, Power Automate
- Gantt project planning
- Financial/Managerial Accounting and GAAP
- Cost-benefit/ROI calculation
- Budget planning and tracking

PERSONAL STRENGTHS

- Maintains organizational skills and time-management in a high-stress environment
- Strong interpersonal skills working with end-users and stakeholders to resolve issues
- Proficient at creating clear and concise network, service, and hardware layer diagrams & documentation
- Very self-motivated and eager to explore new technologies

WORK HISTORY

SERVERCENTRAL, CHICAGO, IL

TEAM LEAD, SYSTEMS ENGINEERING

MAR 2020 – PRESENT

Supervise a diverse team of six engineers that support a large-scale environment of Windows and Linux servers, vSphere hypervisors, and storage appliances. Set department and team member goals, serve as a decision-maker for day-to-day technical operations, and plan for future internal development and improvement projects.

SYSTEMS ENGINEER II

APR 2017 – MAR 2020

Quickly respond to change requests and monitor system performance for a large and varied customer base. Deploy networking, firewalls, load balancers, virtualization, and storage for new customer orders. Create documentation for customer orders and track billable time.

**FERRARA CANDY COMPANY, OAKBROOK TERRACE, IL**

SYSTEMS ENGINEER

JUL 2015 – MAR 2017

Work on a team of three engineers to develop new systems based on best practices and business requirements. Manage the day-to-day operations of several interdependent business applications and provide support for escalated support requests.

PROFESSIONAL CONVENTION MANAGEMENT ASSOCIATION, CHICAGO, IL

NETWORK ADMINISTRATOR

SEP 2011 – JUL 2015

Directly responsible for the operation and maintenance of 50+ virtual and physical servers and 70+ client workstations. Plan and deploy infrastructure that suits business goals. Evaluate new vendors and work with management to develop short term and long-term plans for the department.

PROJECT EXPERIENCE**STAFF CROSS-TRAINING**

Designed and implemented a training program to prevent single sources of knowledge and siloing of information within the team. Worked with subject matter experts to foster a culture of cross-training and knowledge sharing among team members.

CUSTOM ANSIBLE MODULE

Developed a custom Ansible module comprising over 2,000 lines of Python code to interface with a vendor REST API and configure SaaS-based monitoring of internal servers. Added logic in module to ensure idempotence for Ansible playbook runs and display meaningful diff/dry-run output for internal change control vetting.

MANAGEMENT NETWORK REFACTOR

Developed a plan for backend management network design including device naming standards, multi-site firewall policies, and credential storage. Managed a year-long project to migrate hundreds of legacy systems from various naming and documentation standards to new systems. Leveraged custom scripting to allow for a simultaneous cutover of all devices to new standards without affecting in-progress projects and orders.

NETWORK CONFIGURATION AUTOMATION

Worked with network engineers to develop an automated process via Ansible for configuring customer network interfaces and security filters. Created a Jinja template for JunOS network device configuration and a playbook to control workflow for deployment to network devices. Developed user documentation and trained network team on playbook usage.

HELPDESK PROCESS AUTOMATION

Authored a custom PowerShell module (approx. 850 lines of code) to interface with helpdesk software REST API and deployed using Git version control. Wrote scripts utilizing the module to implement business logic on incoming requests and generate custom reporting for executive dashboards.



EDUCATION

UNIVERSITY OF ILLINOIS AT CHICAGO, CHICAGO, IL

MASTERS OF SCIENCE, MANAGEMENT INFORMATION SYSTEMS MAY 2013
GPA: 3.72

BACHELORS OF SCIENCE, ACCOUNTING MAY 2011
GPA: 3.55, Cum Laude, University Honors and College Distinction

CERTIFICATIONS

RED HAT

CERTIFIED SYSTEMS ADMINISTRATOR (RHCSA) MAR 2017

MICROSOFT

CERTIFIED SPECIALIST – SERVER VIRTUALIZATION WITH HYPER-V (MCS) JAN 2014

CERTIFIED SOLUTIONS ASSOCIATE – WINDOWS SERVER 2012 R2 (MCSA) MAY 2014

VMWARE

CERTIFIED PROFESSIONAL – DATA CENTER VIRTUALIZATION (VCP6.5-DCV) DEC 2017