

WORK EXPERIENCE

Sporttrade Inc, Camden, NJ

Site Reliability Engineer January 2021 - present

- Responsible for all infrastructure in AWS and GCP, including but not limited to EC2, EBS, S3, RDS, VPC, subnets, Transit Gateways, IAM, Lambdas, Glue Jobs, Redshift, API gateway, Opsworks, CloudWatch, CloudTrail, SNS, CloudFormation, Systems Manager, Secrets Manager, and KMS.
- Developed and maintained scalable and automated infrastructure cloud solution utilizing Terraform and Ansible to maintain Docker Containers and Kubernetes
- Using GitHub, Artifactory and Jenkins to create CI/CD pipelines
- Automating healing of infrastructure and repetitive tasks
- Worked with security team to remediate vulnerabilities and integrate security into CI/CD pipeline
- Reduced Spending in AWS and GCP
- Setup application performance monitoring with Datadog
- Integrated AWS IAM with OKTA as IDP
- Support OS Debian 10 with strong understanding of Linux/Unix operating systems
- Assisted with maintaining exchange
- Maintained teams projects and tickets utilizing Jira
- Maintained Data Centers and Data center infrastructure
- Proficiency in programming languages Python, Javascript, Go, Bash
- Maintained communication between Site Reliability and Client Platform teams to achieve mutual goals
- Ensured high availability, reliability, and performance of services across the infrastructure
- Documented processes, systems, and configurations to ensure knowledge sharing across teams
- Resolved complex technical issues related to infrastructure and application

SWK Technologies, West Deptford, NJ

SOC Engineer July 2020 - January 2021

- Monitor and analyze security events and alerts from various sources within the organization
- Utilized SentinelOne, Webroot, Duo Security, DarkwebID and Auvik for client infrastructure and Security monitoring
- Detect, triage, and respond to security incidents in a timely manner
- Perform root cause analysis and recommend remediation steps for security incidents
- Collaborate with other teams to resolve security incidents and implement preventive measures
- Maintain and configure security monitoring tools and platforms to ensure optimal performance
- Develop and implement correlation rules and threat hunting methodologies to proactively identify threats
- Contribute to the continuous improvement of the organization's security posture by identifying gaps and suggesting enhancements
- Create and maintain documentation related to incident response processes, policies, and procedures
- Participate in cybersecurity awareness and training initiatives for employees utilizing Knowbe4
- Stay current on emerging threats, vulnerabilities, and industry trends to ensure the organization's security measures remain effective and up-to-date

SWK TECHNOLOGIES, WEST DEPTFORD, NJ

IT Platform Engineer/Automation Engineer July 2019 - July 2020

- Design, implement, and maintain scalable and reliable platforms for various applications and services, including backups, implementation of potentially new software to environments, and analyzation of client needs with corresponding services the company provides
- Collaborate with development and operations teams to optimize platform performance, availability, and security
- Automate the deployment, monitoring, and management of platform components using infrastructure as code tools, using Solarwinds, Connectwise and Lionguard
- Participate in the evaluation, selection, and integration of new technologies to enhance the platform's capabilities
- Experienced in Azure automation and hybrid cloud infrastructure, including creating and managing virtual machines, implementing and managing storage solutions, and deploying and managing Azure services.
- Worked with IoT devices and implemented IoT solutions using platforms such as AWS IoT Core and Azure IoT Hub.
- Troubleshoot and resolve complex technical issues related to the platform and its supporting infrastructure

- Monitor and analyze platform performance, identifying areas for improvement and optimization
- Ensure platform compliance with established security policies and regulatory requirements
- Collaborate with cross-functional teams to align on objectives and provide expert guidance on platform best practices
- Document processes, systems, and configurations to ensure knowledge sharing across teams via ITGlue
- Participate in on-call rotations to address and resolve platform-related incidents and issues

COMSTAR TECHNOLOGIES, West Chester, PA

Tier II Support Engineer May 2018 - July 2019

- Windows/Linux systems Administration
- Setup/configure entire IT architecture for clients 50 -150 employees
- Remotely Troubleshoot hardware and software issues
- Monitoring of 200+ Clients Infrastructure remotely
- First Line IT help and support to help solve all of Customer's needs or escalate as needed
- Writing documentation for the Infrastructure worked on and designed by myself so all techs could support
- Writing Custom Scripts in Bash/Powershell to solve problems presented to us, example bash script to backup important client data securely over SFTP
- Assisted Clients On site with various field work
- Provide advanced technical support to customers, addressing more complex issues escalated from Tier 1 support
- Troubleshoot and resolve hardware, software, and network issues in a timely and efficient manner
- Collaborate with other support tiers, engineering, and product teams to address and resolve customer issues
- Document troubleshooting steps, resolution details, and customer interactions in the ticketing system
- Contribute to the creation and maintenance of knowledge base articles and documentation to improve support processes
- Participate in on-call rotations to provide after-hours support as needed
- Assist with the training and mentoring of Tier 1 support engineers, sharing knowledge and expertise
- Continuously expand knowledge of the company's products and services to provide better support
- Identify patterns and trends in support requests, recommending improvements to products or services
- Escalate unresolved issues to Tier 3 support or relevant engineering teams as required

ADDITIONAL SKILLS

- 10+ years IT experience
- Resourcefulness and Communication
- Maintaining personal subscriptions for constant learning Via Udemy
- Home lab for learning new things with physical server and Linode Boxes
- Python3, Ansible Bash, Terraform, Vagrant, Powershell for automation
- Troubleshooting Problems in all levels of the OSI Model
- Collaboration with other teams and complete goals
- CAD Design and 3D printing
- Purple Team Skills
- Hyper V, VMware, Solarwinds
- Technical Writing

CERTIFICATIONS

- Cybersecurity Analyst + Certified
- Penetration Test + Certified

EDUCATION

Drexel University, Philadelphia PA
Information Technology / Psychology