

**Education & Certifications:**

AS - Electronics Engineering Technology (Graduated 2001) -- Hamilton Technical College - Davenport, IA  
 CISSP - Certified Information Systems Security Professional 343048 (since 2009)  
 AWS Certified Cloud Practitioner (since 2019)  
 AWS Certified Solutions Architect - Associate (since 2019)  
 AWS Certified Systems Administrator (since 2019)  
 AWS Certified Solutions Architect Professional (since 2021)  
 AWS Certified Advanced Networking Specialty (since 2021)

**Key Skills:**

- Experienced with Microsoft server products (Active Directory, MSSQL 2012-2016, IIS 6-8+, Terminal Services, Hyper-V, DFS)
- Experienced with Linux server technologies (NFS, SAMBA, SSH, SFTP, Apaches, MySQL,)
- Experienced with virtualization technologies (VMWare ESXi, Hyper-V)
- Experienced with AWS Services (EC2, EBS, RDS, EFS, Storage Gateways, VPC, Microsoft AD, FSx for Windows)
- Experienced with security standards and regulatory standards to protect data and maintain data integrity

**Employment History:**
**1/2019-Present**
**Amazon Web Services - Austin, TX**
**Principal Technical Account Manager \ Enterprise Support Lead**

As a Principal Technical Account Manager, I work to be a force multiplier in the Enterprise Support organization. Working closely with leadership to create new programs, Such as the Security Incident Response Assistance program for Enterprise Customers, and I also work to improve existing processes in the organization. I partner closely with other Technical Account Managers (TAMs) to lead them in their efforts to assist Enterprise customers and provide them with strategic guidance. I've also been an Enterprise Support Lead where I provided escalation support for TAMs on my team, and assure customers are receiving the highest level of operational support

I was also responsible for a large Media & Entertainment customer. I've helped modernize their workloads on AWS, by migrating from legacy self managed databases to adopt AWS managed services, removing the overhead of managing their cluster and savings costs. Overall in the last year I've worked to save my customer over \$3M annually in AWS spend via modernization and operational efficiency efforts.

I enjoy working to give back to the AWS organization. I routinely mentor and offer training to new & existing TAMs at AWS. I also have worked to improve public facing information working to grow AWS Adoption via contributing to AWS documentation and workshops in service such as Trusted Advisor and EKS. I've formalized a training program at AWS for all new TAMs entering the organization to learn internal AWS tools. I've contributed in creating and delivering content for new hires around AWS's Elastic Block Store offering, where I've trained over 100 TAMs entering AWS to become a Global Master Trainer at AWS. I've additionally created a new global training offering for all Technical Account Manager on how to provide value to their customers through AWS tooling.

I've been a top contributing member of our Microsoft Technical Field Community responsible for engaging with customer on Microsoft workloads on AWS, and additionally have mentored four new members to join the community. My work in the TFC has additionally Included advising an internal AWS Service Team on security of Microsoft technologies in designing a new AWS service. I also contribute to the AWS Networking and Security Field communities to help AWS customers.

I also work to expand the AWS Enterprise Support customer base by working with our teams to show the value of AWS Enterprise Support and offer pre-sales engagements to show this value. These efforts have lead to new customers joining Enterprise Support and adding an additional \$500k/annually in support revenue.

**6/2018-01/2019**
**TaskUS - San Antonio, TX/Santa Monica, CA**
**Global Senior IT Systems Engineer**

As the Senior IT Systems Engineer at TaskUS my job was to work with the international team of IT staff at TaskUS to assure operational stability for the TaskUS environment. This includes assuring proper monitoring and alerting was in place, as well as developing and implementing documentation around the reactionary steps needed to respond to alerts. I developed and deployed the knowledge base system for the IT teams around the world, and have rolled out thorough and complete documentation on processes that did not exist at the company before I implemented them.

As part of my efforts I worked to design the new reference architecture used for future site deployment for TaskUS reducing the cost to deploy a new site by \$40k through properly designing the Microsoft AD implementation and virtualization footprint that was not optimal for the companies usage.

I administered and supported multiple ESXi clusters with HA configuration with 40 servers locally in San Antonio and hundreds more throughout the US, Mexico, Philippines and Taiwan.

Additionally, I worked to optimize deployments and administration of the AWS cloud infrastructure at TaskUS which includes a small environment of servers in AWS leveraging EC2, ALB, and EBS.

I was responsible for new site deployments for TaskUS including designing the necessary architecture for the hardware and deploying the design to the new sites for use with the operations teams. I had a goal of saving the company \$40-50,000 per new site with redesigned architecture and was able to meet the savings goal for new builds.

I consulted on other projects with TaskUS and saved the company \$24,000 annually on web hosting for the TaskUs.com site by leveraging a new vendor with more features at a lower cost.

8/2014-6/2018

Rackspace Managed Hosting - San Antonio, TX  
Windows | Strategic Enterprise Support Architect

As a Strategic Support Architect at Rackspace my job was to work with my customers to assist in providing a solution that helped them to meet their IT needs by providing expert technical assistance with Rackspace's line of products and assisting with bridging their dedicated environment to cloud infrastructure such as AWS, Azure or Rackspace Cloud. I lead the technical infrastructure and development needs for over \$900k+ per month of company revenue. Assuring they stayed current in technologies and could meet their company goals.

In my position, I was my customer's technical liaison and expert on the account team. I routinely worked with and oversaw work done by Systems Administrators on the support floor to assure proper support given to the accounts and assist with process improvement for my accounts as needed. I worked to provide infrastructure guidance for the customer directly and provided architectural upgrades and modification to improve overall performance and reliability of the infrastructure. I was able to work as a partner between my customer and Rackspace to offer a 36% discount on their environment by committing to a 36-month contract, saving the customer money and assuring continued business.

Within Rackspace I strive to be a leader in the community and offered mentoring and learning opportunities to other Rackers. Helping to up-skill new talent within the organization. I mentored three people from Admin to Engineering roles.

8/2013-8/2014

Rackspace Managed Hosting - San Antonio, TX  
Windows | Systems Administrator

My roles within Rackspace included providing fanatical support for all customers within Rackspace Enterprise service unit. These systems included many different technologies including Microsoft Windows Server 2003 to Windows Server 2012 R2 as well as Microsoft SQL Server and additional Windows components such as IIS.

In my roles as a Windows Administrator at Rackspace I was responsible for providing support to critical systems that the customers rely on for their day to day business operations. I responded to alerts and tickets generated in our ticketing system and worked to keep all systems in working operations for the customers. I worked with various other teams in the organization to troubleshoot and resolve small to large issues, including collaborating with network, storage and other teams.

I also worked to assist customers that did not have dedicated System Engineers on their accounts. I helped to find the best solution for their needs, make architecture recommendations, as well as assisted with infrastructure migrations and upgrades to their existing environment.

4/2001-8/2013

College of Public Health/University of Iowa - Iowa City, IA  
Windows & Linux | Senior Systems Administrator

As the lead Senior Systems Administrator I was responsible for all infrastructure design and implementation to customer specifications. This involved leading the development, design and implementation of server systems necessary for the collegiate level and research project level. Many projects include specific application needs and restricted data access for the storage servers requiring the utmost of attention to detail to assure data security. I worked with researchers to implement, deploy and support IT Infrastructure for their research grant needs. In addition to the needs of the collegiate education systems.

I developed and implemented disaster recovery and data replication environments including accompanying documentation. I worked directly with vendors in the research, procurement, development and implementation of new hardware and software for usage in the infrastructure.

## Applied Career Experience:

- Experienced with cloud infrastructures including:
  - Rackspace: Cloud Load Balancer, Cloud Servers, Cloud Block Storage, CloudDNS
  - AWS: EC2, EBS, Route53, ELB, RDS, Autoscaling, VPC, EFS, FSx, S3
- Extensive experience with Microsoft technologies
  - Microsoft Windows Server 2000-2019
  - Microsoft Active Directory Services
  - Microsoft IIS
  - Microsoft SQL Server 2012, 2014 & 2016
- Virtualization experience with
  - VMWare ESXi 5.5-6.7
- Linux Server and Desktop Administrations (CentOS 6 Ubuntu 10.04-18.04)
  - NFS & Samba File Services
  - OpenLDAP
  - Apache Web Services (including hosting and Administration of Wordpress & Drupal Sites)
- Centralized Logging Solutions - Splunk Logger, Kiwi Syslog and Alert Logic Log Manager
- Centralized Monitoring - Spiceworks, Solarwinds SAM, GFI LanGuard, GFI Network Server Monitor, GFI NESM