Professional Summary

Cloud and DevOps Engineer with over a decade of experience delivering resilient, cost-effective, and secure cloud solutions for federal and enterprise clients. Skilled in designing hybrid and cloud-native infrastructures, automating deployment pipelines, and enhancing system security and efficiency. Adept at solving complex technical challenges with measurable improvements in uptime, compliance, and operational agility.

Experience

Booz Allen Hamilton - Arlington, VA

Cloud Engineer (Sep 2021 – Present)

- Implemented scalable cloud solutions for 2+ federal applications using the Caelus platform, accelerating deployment by 40%.
- Administered hybrid infrastructure (Splunk, ACAS, F5), maintaining 99.9% system uptime.
- Engineered a virtual desktop platform with Apache Guacamole on RHEL, enhancing secure access for over 100 users.
- Directed Tenable.sc and Nessus scan schedules for 50+ systems, achieving a 75% drop in critical vulnerabilities.
- Configured F5 BIG-IP policies with MFA and least-privilege access, strengthening cloud security.
- Orchestrated AppStream 2.0 desktops across Dev, Stage, and Prod for 30+ Air Force users.
- Facilitated TCMax deployment with MS SQL backend, completing compliance in two weeks.
- Delivered modernization plans for cloud migration of legacy apps.

BAE Systems - Rockville, MD

Systems Administrator II (Jan 2018 – Sep 2021)

- Reduced deployment errors by 80% by creating automated workflows within BMC Client Management, enhancing system reliability and compliance.
- Authored 100+ PowerShell scripts to automate account provisioning, license management, and mailbox configuration in Azure AD and Office 365, decreasing manual effort and errors.
- Streamlined onboarding by integrating Active Directory, DNS, and Group Policy automation, reducing provisioning time by 60% and enhancing new hire productivity.
- Diagnosed and resolved Tier II issues, leading incident recovery efforts and maintaining system uptime above 99.5%.
- Mentored junior administrators on scripting, ticket triage, and server patching best practices, improving service desk resolution time by 35%.
- Conducted regular patch cycles and system updates, ensuring compliance with security baselines and industry standards.

NuAxis Innovations - Vienna, VA

Service Desk Analyst III (Apr 2013 – Nov 2017)

- Resolved an average of 300+ Remedy tickets per month with 99%+ SLA compliance, consistently achieving 95%+ customer satisfaction.
- Created and modified Group Policy Objects (GPOs) in Advanced Group Policy Manager (AGPM), enforcing organization-wide security settings and configurations.
- Managed SCCM patching and performed hardware/software inventory across 500+ endpoints to maintain system health and configuration standards.
- Deployed and supported McAfee Endpoint Encryption, mitigating risk of data loss and ensuring endpoint security compliance across the agency.
- Led desktop imaging and OS deployment efforts using SCCM, improving provisioning time for new and reissued devices.
- Provided remote and onsite support, conducting workstation diagnostics and resolving complex desktop issues with minimal escalations.

Earlier Experience

Prism Technologies – Help Desk Technician (Dec 2011 – Nov 2012)

• Delivered front-line IT support and documented resolutions, upholding SLA targets in a high-volume environment.

Code Red Technologies – Junior Network Engineer (Nov 2010 – Jun 2011)

• Supported LAN/WAN setups, configured network hardware, and assisted with enterprise troubleshooting.

Projects

Personal Cloud Portfolio Website – May 2025

Developed and deployed a live personal portfolio site using Nuxt 3, Firebase, and Tailwind CSS, hosted on Netlify with a custom domain and HTTPS.

- Built with Nuxt 3, Tailwind CSS, and deployed via GitHub using a Chromebook Linux terminal
- Integrated Firebase Authentication, Firestore, and Storage for secure admin login, real-time content editing, and PDF uploads
- Created a mobile-responsive frontend with dynamic project cards, filterable tags, and preview-ready PDF thumbnails
- Enabled public access to project documents with scoped Firebase Storage rules for security and visibility

Azure Kubernetes Remote Access Platform (Homelab) – April 2025

- Architected a remote desktop platform with Apache Guacamole and Keycloak on AKS.
- Integrated Azure Key Vault via CSI driver; reduced PostgreSQL idle cost by 50% with auto-shutdown.
- Automated TLS with cert-manager and Let's Encrypt; deployed CI/CD with GitHub Actions.

DevSecOps CI/CD Pipeline (Homelab)

- Built Jenkins + ArgoCD pipeline for AWS EKS deployment of a 3-tier app.
- Developed and published Docker images in ECR; monitored via Prometheus/Grafana.
- Enforced code quality/security with Trivy and Sonarqube; cut manual deployment by 80%.

Certifications

- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: Azure Fundamentals
- CompTIA Security+ ce

Education

ITT Technical Institute, Springfield, VA

- Associate of Network Systems Administration (2013)
- Associate of Computer Electronic Engineering Technology (2011)

Skills

Azure | AWS | Kubernetes | Jenkins | Terraform | Docker | Active Directory | AppStream 2.0 | PowerShell | GitHub Actions | SQL Server | F5 | BMC | Nessus | CI/CD | DevSecOps | ArgoCD | NGINX | Python