

Summary

An accredited Splunk Professional Services Consultant, I sport a diverse background across multiple fields & various industries, carrying extensive experience architecting, globally deploying, & supporting enterprise analytics, infrastructure management, & automation solutions. I tutor, develop curriculum materials, head-up “lunch-n-learns”, write tutorials/how-tos, teach classes, provide mentoring, & lead teams.

Recent Experience

- Senior Architect *May 2019 - Present*
Alchemy Global Networks *Morristown TN / Lily KY*
Data architecture and standardization
Deliver ongoing customer requests - Dashboards, Alerts, Reports, etc
Create reusable Splunk KOs to accelerate team and customer productivity
Early-stage exploration & onboarding of new vendor partners for AGN
Develop internal training processes
SPL tuning and refactoring
- Consulting Engineer *May 2017 - May 2019*
August Schell Enterprises *Rockville MD / Lily KY*
Deliver all stages of Splunk professional services:
First install
Health checks
SPL tuning
Indexer & Search Head cluster extension
Data migration to new Splunk environment
Write process documentation
Build Splunk app stubs to speed data and user onboarding
Create several full Technical Add-Ons for new datasources
Dashboard, Alert, & Report creation & maintenance

Featured Articles

- Automating or Automation?
<https://antipaucity.com/?p=1985>
- Debugging and Supporting Software Systems (eBook)
<https://cnx.org/content/col11350/latest>
- Delivering Solutions - “Shipping Is a Feature!”
<https://antipaucity.com/?p=1341>
- Improve Your Writing With Paragraph
<https://antipaucity.com/?p=3181>
- “Like” Problems: Social ‘Voting’ Is a Bad Idea
<https://antipaucity.com/?p=2673>
- Why Do Current Graphical User Interfaces Not Work Naturally & How They Can Be Fixed
<https://ubiquity.acm.org/article.cfm?id=1086454>
- Zombies and Vampires
<https://antipaucity.com/?=2043>

Proficiencies

- Splunk Enterprise
Opsware/HP/HPE/MicroFocus automation suite
VMware vCenter, ESXi, vSphere; Digital Ocean
RHEL/CentOS & Ubuntu; macOS; Windows Server 2016, 2012, 2008

Certifications/Accreditations Held

- Splunk Administrator, Architect, Consultant (II)
ForeScout FSCA

Featured Speaking Experience

- Ron Popeil Never Had It So Good
<https://antipaucity.com/?p=3513>
- Supercalifragilisticexpialidocious - Embracing the Change Freeze
<https://antipaucity.com/?p=3079>
- Initial CentOS/RHEL 6 Configuration
<https://antipaucity.com/?p=2432>
- Data Center Automation
<https://antipaucity.com/?p=1016>

Education

- Dec 2006: BA Computer Information Systems
Elon University *Fall '05 - Fall '06*
Published in ACM *Ubiquity* (see above)
- May 2001: AAS Computer Information Systems
Hudson Valley Community College *Fall '99 - Spring '01*

Previous Career History

- Cloud Engineer *Jan 2017 - May 2017*
Coda Global Oakland CA / Lily KY
Deliver OO flow reviews & updates for Wells Fargo
- Manager *Dec 2015 - Dec 2016*
pureIntegration Herndon VA / Lily KY
Deliver cloud & automation solutions (HPE Automation Suite)
Mentor & train colleagues & customers in HPE automation tools
Onsite & remote customer project management
Key customers:
 - Time Warner Cable - update NA & SA policies & processes ahead of Charter merger
 - QVC - piloted OO integration to Active Directory & SAP with other in-house tools & services
- Senior Technical Consultant *Oct 2014 - Dec 2015*
Intact Technology Greenbelt MD / Lexington KY
Mentor & train consultant team on HP automation suite
Developed pre- & post-sales demos & slide decks for internal & customer-facing use
Key customer:
 - IRS - piloted HP Operations Orchestration for automated duplicate HP Service Manager incident resolution saving ~75 hours of engineer time saved per day
 - average number of duplicate root incidents per day: 25
 - during four-month filing season, >100 duplicated root incidents per day
 - average number of duplicate incidents per real incident: 35
 - average time to close each duplicated incident: 5 minutes
 - saved incident response teams an average of 3 hours per duplicated incident
- Solutions Architect *Jul 2013 - Oct 2014*
Avnet (nee Seamless Technologies) Phoenix AZ / Lexington KY
- Solutions Architect *Aug 2012 - Jul 2013*
Seamless Technologies (Avnet) Morristown NJ / Lexington KY
Participate in pre- & post-sales HP-based automation solutions: architecture, delivery, RFPs
Key customers:
 - Johnson & Johnson - deployed pilot Server Automation & Operations Orchestration environment for OS & ticket management
 - McKesson - co-deployed first pilot Cloud Service Automation 3.0 environment for managing on-prem & public cloud builds
 - United Healthcare - applied HP Best Practices to UHG's CSA environment for physical, on-prem, hybrid, & public cloud builds

- Solutions Engineer *Feb 2011 - Jul 2013*
Seamless Technologies
Delivered automation & cloud solutions with HP automation suite
Key customers:
TriZetto - company-wide deployment of Server Automation for OS builds, patch management, & policy compliance
Sallie Mae - rescued & successfully completed broken upgrade-and-extend project to replace EoL'd SA environment
- Solutions Architect *Jan 2010 - Feb 2011*
Regan Technologies Wallingford CT / Lexington KY
Deliver in-depth automation solutions around HP Business Service Automation (BSA) suite for Datacenter Automation (DCA)
Primary point-of-contact for all customer-raised support cases with HP - streamlining response efforts
Trained end-users via lunch-n-learn sessions & one-on-one mentoring
Key customers:
Aetna - HP Server Automation for OS deployment, patch management, policy compliance
Staples - HP SA & Operations Orchestration for OS deployment
Healthquest - HP SA & Network Automation health check & environment upgrade to ensure policy compliance
- Assistant Vice President (contract) *Jun 2009 - Dec 2009*
Barclays Capital Singapore
Globally implemented (Singapore, US, Japan, Hong Kong, UK) HP Server Automation in support of infrastructure management
Developed support, disaster recovery, & escalation documentation & procedures
Trained global user base & support staff on effective use of SA
- Technical Consultant *Mar 2008 - Apr 2009*
Hewlett Packard Cary NC
Provided all aspects of post-sales onsite & remote expertise for Server Automation product line
Maintained ProServe-Support handoff documentation for SA deployments
Key customers:
Home Depot - replaced EoL'd Opware SAS with current HP SA environment for OS builds, patch management, & store software upgrades
HSBC - global, on-site (US, UK, Hong Kong) SA deployments (dev & prod)
Level3 - replace EoL'd Opware SAS *in-situ* with current version of HP SA
- Technical Solutions Consultant *Nov 2007 - Mar 2008*
Hewlett Packard (nee Opware)
Customer Support Engineer *Jan 2007 - Oct 2007*
Opware (Hewlett Packard)
Provided all levels of product support via email, phone, & Webex for HP Server Automation (nee Opware SAS) product
Maintained view of all open SA/SAS support cases to speed resolution across geographies & teams
Routinely carried double the average ticket queue size - to successful conclusion
Culled support case information for wide variety of internal & external knowledge base articles
- Systems Administration Intern *Jun 2006 - Jan 2007*
Shodor Education Foundation Durham NC
Research Intern *Oct 2005 - Sep 2004*
Shodor Education Foundation
Assisted maintaining heterogeneous (Mac, Windows, Linux) device network
Developed websites, curriculum, & curriculum repositories for computational science workshops
Taught/assisted many computational science workshops for middle school through college students
Developed time- & cost-saving measures to speed device maintenance
Developed Linux lab-on-a-CD 'Shodonix' based on Knoppix for mobile "train-the-trainer" workshops
Updated & wrote computational science Java applets

Assistant Systems Administrator *Jan 2005 - Dec 2006*
Elon University *Elon NC*
PC Support Technician *Nov 2003 - May 2004*
Elon University
User account management
Daily & weekly server backup rotation
Supported student, staff, & faculty laptops, printers, & workstations
Saved University ~\$25k in first year (with ongoing ~\$15k/year savings) researching & recommending Barracuda over IronPort anti-spam appliance

TIS Intern *Jun 2005 - May 2006*
Sigma Xi *RTP NC*
Programs Intern *Oct 2004 - May 2005*
Sigma Xi
Developed self-service member portal for finding local chapters, submitting contact info updates, etc
Coordinated volunteers for 2005 & 2006 Sally Ride TOYchallenge Eastern Finals hosted by Sigma Xi
Using Rice University's Connexions (<https://cnx.org>), supported UNSEG project on climate change
Maintained science educator volunteer website

Vehicle Service Attendant *Sep 2000 - May 2005*
Hertz Rent-A-Car *Latham NY*

HTS Intern *Jun 1998 - Apr 1999*
Intermagnetics General *Latham NY*
Developed quality analysis tests for high-temperature superconducting (HTS) material manufacturing
Enhanced existing (LabVIEW & Excel) data acquisition & reporting methods
HTS down-leads for CERN Large Hadron Collider:
Co-developed assembly process for stacked HTS elements
Co-assembled down-leads with lead project engineer
Performed final assembly & test of General Atomics/Los Alamos National Labs HTS FCL