

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, give talks, head-up “lunch-n-learns”, write tutorials/how-tos, teach classes, provide mentoring, & lead teams.

RECENT EXPERIENCE

Senior/Lead 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 installs / PoCs	
Health checks	
SPL tuning	
Cluster extension	
Data migration to new Splunk environments	
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>

Storage Series
<https://antipaucity.com/p?3631>

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; Hetzner
 RHEL; SUSE; Ubuntu; macOS; Windows Server 2016, 2012, 2008

CERTIFICATIONS/ACCREDITATIONS HELD

Splunk - Administrator, Architect, Consultant
 Forescout - FSCA

EDUCATION

2006: BA	Computer Information Systems	Elon University
	Published in ACM Ubiquity (see above)	
2001: AAS	Computer Information Systems	Hudson Valley Community College

FEATURED SPEAKING EXPERIENCE

OLF 2023 - Syslog for Fun (and Profit?)
<https://antipaucity.com/?p=3871>

Ron Popeil Never Had It So Good
<https://antipaucity.com/?p=3513>

Supercalifragilisticexpialidocious - Embracing the Change Freeze
<https://antipaucity.com/?p=3079>

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 with 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 AD & 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 OO for automated SM duplicate incident resolution
 saved ~75 engineer hours per day
 average number of duplicate root incidents per day: 25
 >100 duplicated root incidents per day during four-month filing season
 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

Participate in pre- & post-sales HP-based automation solutions: architecture, delivery, RFPs
 Key customers:

Johnson & Johnson - deployed pilot SA & OO environment for OS & ticket management
 McKesson - co-deployed first pilot CSA 3.0 environment for on-prem & public cloud builds

Solutions Engineer Feb 2011 - Jul 2013
 Seamless Technologies (Avnet) Morristown NJ / Lexington KY

Delivered automation & cloud solutions with HP automation suite
 Key customers:

TriZetto - company-wide deployment of SA for OS builds, patching, & 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 BSA suite for 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 - SA for OS deployment, patch management, policy compliance
 Staples - SA & OO for OS deployment
 Healthquest - SA & NA 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 SA for infrastructure management
 Developed support, DR, & 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 SA 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 (Opware)
 Customer Support Engineer Jan 2007 - Oct 2007
 Opware (Hewlett Packard)
 Provided all levels of product support via email, phone, & Webex for HPSA (Opware SAS)
 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 KB articles

Systems Administration Intern Jun 2006 - Jan 2007
 Research Intern Oct 2003 - Sep 2004
 Shodor Education Foundation Durham NC
 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
 PC Support Technician Nov 2003 - May 2004
 Elon University Elon NC
 User account management
 Daily & weekly server backup rotation
 Supported student, staff, & faculty laptops, printers, & workstations
 Saved ~\$25k in first year (ongoing ~\$15k/year savings) researching & recommending anti-spam solution

TIS Intern Jun 2005 - May 2006
 Programs Intern Oct 2004 - May 2005
 Sigma Xi RTP NC
 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 2003
 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