

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	<i>May 2019 - Present</i>
Alchemy Global Networks	Morristown TN / Lily KY
	Deliver ongoing customer requests - Dashboards, Alerts, Reports, etc
	Early-stage exploration & onboarding of new vendor partners for AGN
	Develop internal training processes
Consulting Engineer	<i>May 2017 - May 2019</i>
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 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>

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)

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 2015*
 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:
 Avnet - 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

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 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