

Work Experience

- **Senior Infrastructure Engineer I - Team Lead** Norwalk, CT
Datto, Inc. *May 2019 to Present*
 - Responsible for supporting high-availability customer-facing and internal systems, back end infrastructure, and development environments. Daily tasks include capacity planning, hardware deployments, systems configuration, monitoring, and troubleshooting.
 - Created and implemented an SOC2 compliant change management process. Created JIRA tooling to facilitate the process. Designed and managed policy enforcement and compliance monitoring. Supplied information to auditors as required and remedied exceptions as needed.
 - Formalized on-call processes and outage reporting procedures, including the creation of a single point of contact for all company outages. Migrated the organization from Pagerduty to OpsGenie. Provided training and implementation guidance for 150+ employees in 10+ departments.
 - Managed the departmental ticket queue, including ticket requirements gathering, ticket lifecycle management, and ticket completion verification.
 - Configuration management via Puppet, Ansible, and Salt of a globally distributed infrastructure.
 - Systems monitoring via Datadog, Zabbix, Grafana, and New Relic
 - Team lead for 3-5 engineers. Provided technical guidance, teaching, and mentorship. Identified how tasks and projects impact both the department and the business.

Production Engineer I

Norwalk, CT

Datto, Inc.

May 2016 to May 2019

- **Software Developer - UITS Information Security** Storrs, CT
University of Connecticut *February 2016 to May 2016*
 - Assisted in implementing Duo second-factor authentication into a centralized identity management system.
- **Network Engineering Assistant - UITS Network Operations** Storrs, CT
University of Connecticut *May 2014 to February 2016*
 - Designed and implemented a process for delegated Infoblox access, including the creation of end-user documentation, running staff training sessions, and maintaining administrator guides for implementing the process.
 - Installed and managed a Cacti instance on RHEL, which included basic LAMP stack configuration.
 - Worked closely with the security office when delegating system access, working with PCI networks, and performing other sensitive tasks.
 - Worked with customers to minimize service interruptions when performing possibly disruptive work, including DNS subzone creation, DHCP reservation changes, and other tasks.
 - Managed IP reservations for printers, workstations, access control systems, and other devices.

Education

- **Arcadia University** Glenside, PA
Bachelor of Arts in Global Legal Studies *May 2012*
 - Senior Thesis: A comparative case study on Indian patent policy and its impact on that nation's pharmaceutical and information technology industries.

Personal Projects

- test-sec-flags: Automated framework for testing the real-world performance impact of various security-related compiler options. Improvements were upstreamed into Arch Linux.