GEOFF SHERRILL

10520 East Flossmoor Avenue, Mesa, AZ 85208, (440) 458-1271, geoff@voyagerr.io

PROFESSIONAL SUMMARY

Dynamic IT professional with extensive experience in system administration, cloud infrastructure management, and cybersecurity. Proven track record of successfully leading teams, implementing process improvements, and ensuring seamless operations across diverse environments. Skilled in deploying and maintaining cutting-edge technologies, including Azure, DevOps, Terraform, Ansible, and SIEM systems. Strong background in infrastructure design, automation, and project management. Adept at fostering teamwork, collaboration, and open communication while driving continuous improvement initiatives. Known for delivering results under pressure and effectively communicating with senior management and executive teams.

SKILLS

- Linux, macOS, and Windows System Administration
- Azure, M365, and Intune management
- Jamf Connect, Pro, and Protect (Apple Device Management)
- Networking and server hardware expertise, scaling from small offices to multi-site data centers
- Advanced scripting in Bash, Python, and PowerShell
- Proficiency in SQL, PostgreSQL, and MariaDB
- CI/CD pipeline development for Azure DevOps and GitHub Actions
- Infrastructure as Code (IaC) and orchestration with Terraform and Ansible
- Cybersecurity (SIEM, access controls, threat detection & response, encryption, patch management, compliance auditing)
- Containerization technology familiarity with Docker and Kubernetes
- Log management using tools like Splunk
- Proficiency in Agile and Scrum Methodologies
- Leadership in team management and performance under pressure
- Reporting directly to senior management, directors, and executive teams on critical business projects and initiatives

EXPERIENCE

Director of IT   **September 2022 – Current**
Nikkl, Inc. | Phoenix, Arizona

- Led development and maintenance of Azure DevOps environments for IT, InfoSec, and Development teams, ensuring seamless operations and security compliance.
- Designed and implemented process automation and pipelines in YAML, enhancing efficiency and reducing manual errors.
- Managed source code repositories and Docker files, enhancing security, stability, and scalability of development processes.
- Constructed robust IT Operations, Information Security, and R&D infrastructure in Azure using Terraform Cloud, aligning with best practices in cloud architecture.
- Developed and implemented Ansible scripts for provisioning and managing infrastructure, streamlining deployment processes.
- Authored and maintained Azure pipelines in YAML, PowerShell, and Bash, supporting .NET software development and operational tasks.
- Designed and implemented business continuity plans and disaster recovery strategies.

- Implemented IT operational systems such as Active Directory, SIEM, email, voice, support ticketing/incident management, instant messaging, teleconferencing, change management, and Salesforce.
- Designed and implemented corporate device provisioning and management systems for Apple, Android, Linux, and Windows.
- Reported directly to the executive team on key operational initiatives.

Senior Systems Infrastructure Engineer & Operations Team Lead   May 2020 – September 2022
Progressive Insurance | Mayfield Village, Ohio
- Fostered teamwork, collaboration, and open communication through employee empowerment via relevant training.
- Led continuous improvement strategies by tracking operational metrics and leveraging data for optimization.
- Significantly reduced operational support costs in data centers by optimizing processes and implementing automation.
- Ensured team operations aligned with well-established and clear expectations.
- Oversaw day-to-day operations for data center maintenance and implementation demands by coordinating team workload and logistics.
- Provided daily reporting to management on production activities and levels.
- Maintained team peak performance through new team member training and project delegation.

IT Systems Engineer II   December 2019 – May 2020
Progressive Insurance | Mayfield Village, Ohio
- Troubleshooted and repaired infrastructure defects affecting system performance and availability without disrupting production, responding to users regarding abnormal system operations.
- Resolved intermediate issues adhering to standard incident management processes, researching customer questions and issues, including corresponding with customers and vendors for assistance or escalating problems within IT.
- Made recommendations for solutions and resolved problems within service level agreements (SLAs).
- Monitored infrastructure and processes to identify areas for improvement, recommending configuration changes as needed to ensure SLAs were met.
- Created and maintained documentation knowledge-based articles (KBAs) to support processes.
- Provided on-the-job training and coaching to less experienced staff members and interns.
- Participated in business recovery and continuity processes, including testing and exercising processes.
- Contributed to project work surrounding production readiness to maintain and enhance assigned platforms.
- Occasionally traveled and worked custom schedules, including nights, weekends, and on-call rotations.

Infrastructure Administrator II   November 2018 – December 2019
Hyland Software | Westlake, Ohio
- Designed, implemented, and supported McAfee EPO Infrastructure for antivirus, malware, encryption, firewall, proxy, and data loss prevention systems.
- Implemented and managed patching procedures and processes for all workstations and server infrastructure.
- Ensured security patch compliance on a monthly basis for all workstations and servers and quarterly for all production/high availability infrastructure.
- Designed, implemented, and supported software distribution methods using SCCM, enabling convenient and fast self-service requests for software on workstations.
- Implemented and supported operating system upgrade processes and imaging solutions using SCCM.
- Provided support for Windows Server infrastructure.