

# RYAN HIGGINS

## SENIOR CLOUD ENGINEER

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### *PROFESSIONAL SUMMARY:*

Dedicated and highly skilled System/Devops Engineer with **10+ years** of experience in working with the Information Technology industry in various roles with excellent experience in Software Integration, Configuration, Build & Release management and Development for several market-driven international organizations. Adept at troubleshooting and resolving issues to ensure optimal performance, security, and reliability. Seeking an opportunity to contribute my expertise to an innovative organization in a System/Devops Engineer role. Experience in working with **Azure** Active Directory for creating roles, tenants, and assigning various security policies. Experience in designing and deploying **AWS** solutions like **EC2, EBS, RDS, S3, Cloud Formation, Elastic Beanstalk, and Elastic Container Service (ECS)** and other services in AWS cloud infrastructure such as **IAAS, PAAS** and **SAAS**.

### *PROFESSIONAL EXPERIENCE:*

CLIENT: TEXAS MEDICAL CENTER, HOUSTON, TX

MAR 2021 TO

TILL DATE

ROLE: AZURE CLOUD ENGINEER

- Expertise working as Linux Level 3 resource managing all aspects of linux environment including performance tuning, OS level troubleshooting, Server hardening, Application data transfer Security policies at OS level.
- Installation, configuration, patching and administration of Linux/UNIX Servers, Upgrading.
- Collaborated with cross-functional teams to plan and execute system and network upgrades, minimizing downtime and service interruptions.
- Implemented and maintained disaster recovery and backup solutions, ensuring data integrity and availability in the event of system failures.
- Resolved network and connectivity issues, ensuring minimal downtime and uninterrupted business operations.
- Participated in the design and implementation of a secure wireless network, improving mobility and flexibility for employees.
- Setting up continuous integration and formal builds using Jenkins with the JFrog Artifactory and written CI/CD pipeline in Groovy scripts to enable end-to-end setup of build & deployment using Jenkins.
- Work with developers to help in Source Control (git) in merging and fixing code issues in Release Candidate (master) also utilize git to manage and control the infrastructure changes.

- Configured and managed Red Hat AMQ brokers to ensure reliable message queuing, high availability, and fault tolerance in critical applications.
- Collaborated cross-functional teams to gather integration requirements, analyze business processes, and recommend optimal architectural designs. Developed custom connectors and routes in Red Hat Fuse to streamline data flow and enable real-time information sharing.
- Working on writing multiple Python, Ruby, and Shell scripts for various companywide tasks.
- Install, configure and administer Web Logic in clustered and non-clustered environments.
- Deploying the J2EE applications onto the Web Logic-managed servers, monitor the servers, and troubleshoot problems, provide resolutions to issues.
- Creating automation and deployment templates for relational and NoSQL databases including SQL, MySQL, Cassandra and MongoDB in AWS.
- Deploying newly built code and removal of old code using Web Sphere Admin Console. Installation, Configuration, tuning of WebSphere Application server version 7.0 and upgrading with fix packs.
- Responsible for maintaining the infrastructure with the latest AMIs to keep them free of risks, AMI related issues and vulnerabilities.
- Included in Disaster Recovery activities and other prod issues resolution depending on the requirement.

DXC TECHNOLOGIES, TX

APR 2019 TO MARCH 2021

#### SENIOR DEVOPS/SYSTEMS ENGINEER

- Involved in developing, testing and migrating UNIX scripts from source system to Enterprise Automation Tool Control-M.
- Responsible for all Control-M Components: GUI, GCS, CCM, CMS, Administrative utility, Forecast and Reporting Facility.
- Responsible for encryption and decryption of file transfer.
- Responsible for Job development and deploying in Production environment.
- Performing various administrative tasks such as application deployment, creating new infrastructure, managing the infrastructure in terms of patching, network changes, maintenances, performance issues et al, parallel production environments, maintaining cloud infrastructure, create database triggers, bug fixes.
- Responsibility to create, review and approve the change order and release content based on functionality check, dependency with prod deployment, application availability and downtime.
- Version Control System like Git managing the codes and that are being pushed to production, validating and making sure all looks good.
- Resolving/Troubleshooting issues with multiple layers related to Login,

- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs) using Azure.
- Worked on Azure E3 Enterprise Mobility Suite of tools in MFA (Multi-Factor Authentication) and Intune. Build Data Sync job on Windows Azure to synchronize data from SQL 2012 databases to SQL Azure. Azure IoT hub, event hub, service bus and integration patterns.
- Experience on Azure ARM templates development, creating multiple storage accounts based on environments, administering Azure security center to provide patches and security updates to Azure VMs, securing the application by configuring the Azure key vault.
- Used Kubernetes for container operations in AWS, used Kubernetes clusters as a scaling and load balancer, also Kubernetes is also good at running web applications in a cluster way, also used in multiple services by creating images and reduced space.
- Managed Kubernetes charts using Helm, and Created reproducible builds of the Kubernetes applications, managed Kubernetes manifest files and managed releases of Helm packages.
- Created Docker Images and deployed Restful API microservices in the Containers managed by Kubernetes.
- Created Docker images using a Docker File to create tomcat along with required version of jdk container images, worked on Docker container snapshots, removing images and managing Docker volumes.
- Worked on container-based deployments using Docker, working with Docker images, Docker HUB, and Docker registries. Worked on setting up the automated build on Docker HUB and integrated Docker container-based test infrastructure to Jenkins CI test flow.
- Configured Grafana from a daemon container from Docker. Configured Grafana to access Prometheus as a data source.
- Used Ansible Python Script to generate inventory and push the deployment to Azure Instances.
- Involved in setting up Puppet Master/Client to automate installation and configuration across the environment.
- Installed Puppet client software on RHEL 6.x servers and established a communication between master and client through SSL certification.
- Constructed a RESTful API and Soap API to manage infrastructure services using Python.
- Troubleshooting network problems such as TCP/IP, providing support for users in solving their problems.
- Involved in installation, configuration, patching and administration of Linux/UNIX Servers, Upgrading.
- Worked on writing multiple Python, Ruby, and Shell scripts for various companywide tasks.
- Install, configure and administered Web Logic in clustered and non-clustered environments.
- Deployed the J2EE applications onto the Web Logic-managed servers, monitor the servers, and troubleshoot problem, provide resolutions to issues.

- Create automation and deployment templates for relational and NoSQL databases including MSSQL, MySQL, Cassandra and Mongo DB in AWS.

STATE OF WI, DEPT OF HEALTH, WISCONSIN

AUG 2015 TO MAR

2019

## SENIOR DEVOPS ENGINEER

- Maintained source code repository in subversion, GIT.
- Automated deployment of builds to different environments using Anthill Pro
- Create and setup automated nightly build environment for Java projects using Maven
- Maintain and track inventory using Jenkins and set alerts when the servers are full and need attention.
- Ensure that the builds are consistent after being ported from different platforms.
- Writing/Modifying various Manifests and applying them on the nodes using Puppet.
- Managed builds and wrote Build scripts for JAVA and WebSphere based applications
- Responsible for the EBFs (Emergency Bug Fixes) to push them to different environments and monitor their status
- Developed scripts using BASH and BATCH files for Automation of Activities and builds.
- Working closely with Web Administrators to setup an automated deployment for SharePoint applications using SVN and Git Tools.
- Installing, setup of ProLiant blade BL,DL series with fiber channel connectivity, Cisco GESM interconnect switch, configuring the connectivity, setting up JBOSS cluster, setting up oracle 10g cluster, configuring load-balancing on apache, on Redhat Linux 4.0/5.0 Setting up NIS/NFS on RedHat servers
- Performed merges for each build from Development Branch to Integration Branch
- Worked with the automated scripts for the Build and Deployment of the applications
- Monitor and administer the automated build and continuous integration process to ensure correct build execution, and facilitate resolution of build failures
- Implemented a distributed messaging queue to integrate with Cassandra using Apache Kafka and ZooKeeper.
- Worked with application teams to install operating system, Hadoop updates, patches, Kafka version upgrades as required.
- Worked on the Analytics Infrastructure team to develop a stream filtering system on top of Apache Kafka.
- Implemented Kafka Storm topologies, which are capable of handling and channelizing high stream of data and integrating the storm topologies with Esper to filter and process that data across multiple clusters for complex event processing.
- Queried and analyzed data from Datastax Cassandra for quick searching, sorting and grouping.

TO AUG 2015

## DEVOPS ENGINEER

- Responsible for maintaining the network infrastructure; successfully executed a district wide network infrastructure replacement project across three buildings, 125 Staff Members, and 800 students
- Successfully executed procurement and deployment of over 400 new devices in a 1:1 initiative(1 device per 1 student); Utilized Project RED project plan to implement
- Implemented and administered a help desk solution with 60% user feedback & 99.77% satisfactory rating. Transformed a culture of walkups and shoulder taps to an organized help desk model.
- Utilized statistics from help desk data to direct resources including money, projects, professional development
- Coordinated a successful migration of school district payroll and accounting systems from Decision Systems to Skyward
- Consistently monitored, tracked, and maintained an inventory of over 1,000 PC, Chrome, and iOS devices in a hybrid cloud environment
- Collaborated with School Board and Administration to make key decisions and implemented Cross Functional Teams
- Came in on the backend of Exchange to Office 365(Administrators) and Exchange to Google Migrations (Certified Staff). Used test accounts, then one actual account, then the remainder of the users. Used backed up PST s to offset any issues.
- Administrated Active Directory (Server 2012 and Azure), Student Information System (SIS)(Teacher Ease and PowerSchool), Google Apps for Education, AWS, Microsoft Azure, and Meraki Mobile Device Management
- Handled security and content filtering for the district
- Negotiated and managed preferred vendors

*ACADEMICS & CERTIFICATIONS:*

- Masters in Computer Science, University of Kansas, USA, 2012
- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect – Associate
- AWS Certified SysOps Administrator
- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: Azure DevOps Engineer Expert
- Microsoft Certified: Azure Security Engineer Associate: