

# Malcolm Maxwell

Director, Engineer, Consultant

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## OVERVIEW

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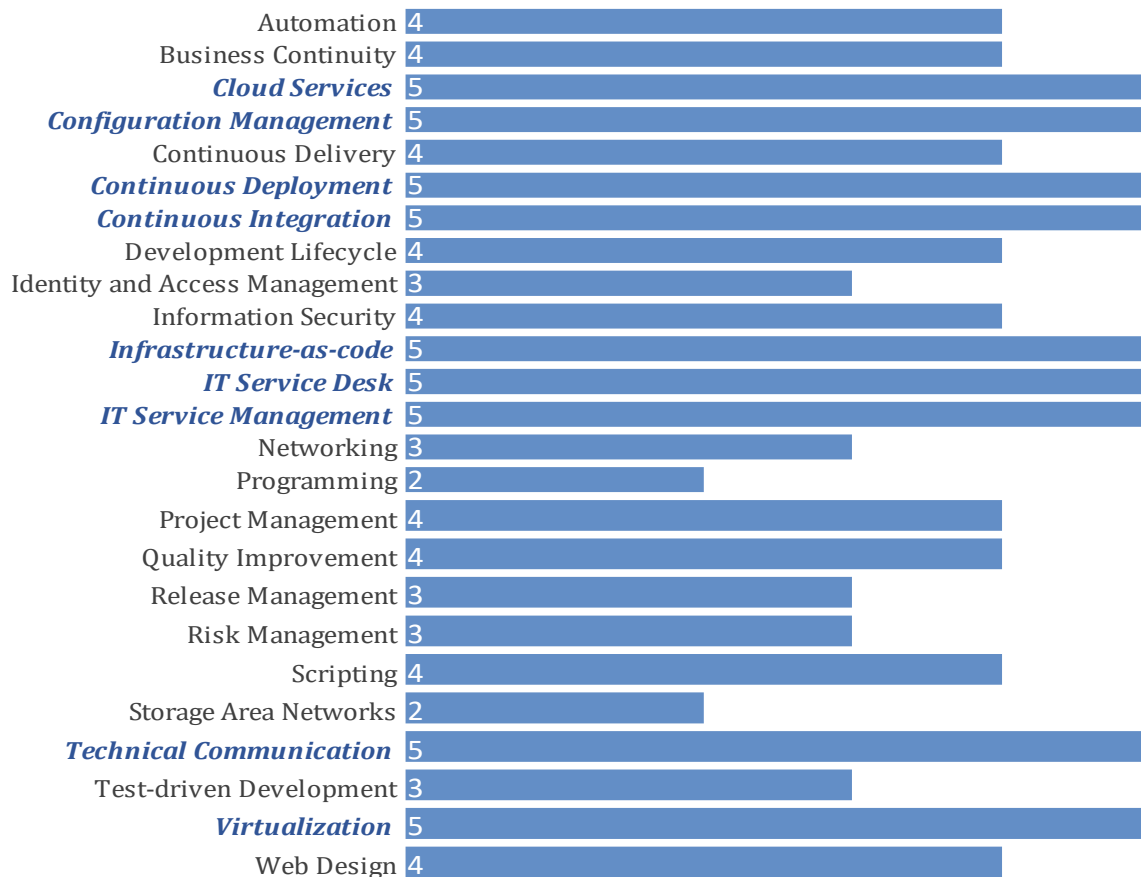
Effective decision-maker offering 13 years of experience mastering challenging projects; from business continuity plans, to organization-wide migration projects, to extensive security overhauls and quality improvement initiatives.

Economical; able to plan and manage large-scale efforts on a limited budget. Demands perfection in business processes, resulting in near-perfect customer service ratings.

Communications expert; leverages business, technical, and financial expertise to communicate complex issues with executives and team members.

## SKILLS

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## EDUCATION

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G.A. Technology

2010 | Miskatonic University, MA

## Languages

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- Shell scripting, Bash, Powershell
- Python, C#, and many others (to a lesser extent)
- HTML, CSS
- Jinja, HCL, Helm, DSC, GDScript, & many other DSL's
- SQL, Elasticsearch, JQL, PromQL, and many other query languages

## Experience

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### **Black Mesa Research Facility** – NM

*DevOps Team Lead, Research Engineering Group*

**May 2020 to Present**

- [CLASSIFIED]

### **Singulari.org** – Houston, TX

*Owner*

**November 2019 to Present**

- Started my own video games development company
- Drafted a Game Design Document of my dream video game, "The Fold"
- Drafted a business plan for investors
- Learned Python, GDScript for use with the Godot game engine
- Started production of "The Fold"
- Developed a Prometheus Exporter for Jira Cloud in Python and Docker
- Automated my home NAS with a full DevOps stack: Vagrant, Docker, Terraform, Kitchen-CI, Travis CI, Saltstack

### **Lock 'em Up Technologies** – Houston, TX

*Senior DevOps Engineer*

**June 2019 to November 2019**

- Worked within the Satellite Tracking business unit to improve existing DevOps technologies
- Re-factored internal documentation to an ITIL-based service portfolio structure
- Brought all servers under configuration management with Saltstack
- Implemented configuration management for the Oracle Wallet rotation process using Saltstack
- Converted database clone tasks to a weekly, automated process with Saltstack
- Developed and delivered a "roadmap to DevOps" plan for STOP
- Developed an "Intro to DevOps" course for Tier 1 DevOps employees; led the teaching of this class
- Developed proof-of-concept for Concourse CI
- Began the process of converting tech stacks to Vagrant environment
- Worked on-call rotation, after-hours upgrade projects

### **CrowdStrike** – Moscow, RU

*Consultant/Manager of IAM Services*

**2017 to 2019**

- Spent 1st year as engineer in the security operations center; promoted in 2nd year to Identity Management team
- Acted as an IAM consultant, managed services manager, and DevOps SME
- Responsible for the delivery of IAM support services
- Formally-trained in several IAM platforms (SailPoint IdentityIQ, IdentityAutomation RapidIdentity)
- Champion of DevOps technologies within the IAM business unit
- Led adoption of cloud platforms (including AWS and Azure)
- Led the adoption of container technology within IAM
- Converted SailPoint IdentityIQ and Evolveum Midpoint to Docker-based solutions (industry first)
- Led the adoption of microservices practices within IAM
- Deep knowledge of automation technologies and practices
- Deep understanding of cloud-first open source solutions
- Deep knowledge of various IaaS, PaaS, and SaaS options
- Deep technical understanding of infrastructure practices
- Architect of a customer-facing monitoring solution (Prometheus, Grafana, Alertmanager, and Elasticsearch)

- Architect of Kubernetes-based cloud environments (Azure and AWS)
- Mastery of continuous integration tooling (Gitlab CI, Travis CI, Drone CI, Azure DevOps)
- Mastery of continuous deployment tooling (Terraform, CloudFormation)
- Mastery of configuration management tooling (Saltstack, Ansible)
- Identified and implemented internal LMS
- Assisted with development of internal IAM training program
- Achieved dev/prod parity via infrastructure-as-code and test-driven development practices

## United States Surgical Staffing – Lansing, MI

### *Manager of Information Systems*

2012 to 2017

- Architect of IT infrastructure. Scaled 1 server to 100. Grew with the company from 75 to 500 employees.
- Learned to lead with little oversight
- Voting member of the IT Steering Committee
- Presented multiple times at yearly leadership conference
- Increased IT team productivity by 300%
- Reduced incident open rate by 40%
- Gained deep knowledge of nearly every Windows Server role
- Mastered a wide array of IT infrastructure concepts, processes, and best practices
- Developed and maintained internal scripts used for the automation of business processes
- Led the company's Office 365 migration
- Led the company's Dynamics CRM implementation; became a certified Dynamics CRM administrator
- Architect of the company's IT Service Management (ITIL) processes and documentation
- Architect of the company's disaster recovery strategy
- Architect of a Hyper-V clustered private cloud
- Architect of the department's configuration management service (incl. patch management, software deployment)
- Implemented single sign-on and SAML solutions for all major business applications
- Budget and forecasting guru
- Attention to security risk and prevention

## IT Technologies – Lansing, MI

### *Field Support Technician*

2010 to 2012

- Acted as tier 2 and customer account manager
- Managed IT services for on-site and remote customers
- Promoted from Help Desk to Field Technician, with dedicated/assigned on-site customers

## Microtech – Melbourne, AU

### *IT Technician*

2007 to 2010

- Provided hardware and software support for SMB clients
- Provided on-site and remote support for customers
- Assisted with the installation of wireless, radio, and satellite WAN solutions in rural areas

## BUZZWORDS

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Active Directory | Agile | Ansible | Artifactory | Avaya | AWS | Azure | Big Data | Certificates | Change Management | Cisco | CloudFormation | Compliance | Confluence | Containers | Cute Puppies | DevOps | Disaster Recovery | DMZ | Docker | Docker-Compose | Docker Swarm | Documentation | Dynamics CRM | EDI | Elasticsearch | EMC | ERP | ETL | Excel | Exchange | GE Centricity | Git | Godot | Grafana | Helm | Hugo | Hyper-V | Kanban | Kitchen-CI | Kubernetes | Online Marketing | IdentityIQ | ISO 27001 | ITIL | Jenkins | Jira | LDAP | Learning Management Systems | Linux | MariaDB | McKesson | Medisoft | Microsoft Office 365 | Midpoint | MySQL | NGINX | Office 365 | Packer | PostgreSQL | Power BI | Prometheus | Purchase Management | RapidIdentity | Release Management | Request Management | Revenue Cycle | Risk Management | Saltstack | SAML | Scrum | Secrets Management | Service Portfolio | Sharepoint | Single Sign-On | Splunk | SQL Server | System Center Suite | Tape Archival | Telephony | Terraform | Test-Kitchen | Vagrant | Vault | Veeam | Virtual Desktop Infrastructure | Wikis | Windows | WordPress | Wireless

\*\*\* I am especially proficient in **highlighted** items.