Harman Birring

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Cloud Engineer

Information Systems professional with proven expertise in the effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

QUALIFICATIONS PROFILE

- Track record of performance in overseeing daily operations of systems by monitoring system performance, configuration, maintenance, and repair while developing enhancements to meet business objectives, operations, and maintenance support.
- Extensive experience in installing, maintaining, and upgrading internal computer hardware and software systems, while providing first level support for servers, networking, security, and monitoring systems.
- Acknowledged for capacity to execute plans rapidly, and logically affect solutions focused on long-term system sustainability, stability and growth. Consistently noted for superior job performance, initiative, and excellent leadership and motivational skills.

TECHNICAL PROFICIENCIES

Virtual/Cloud Programming:	VMware ESX 5.1, 6.5, Vcenter, VirtualBox, Google Suite (Docs, Sheets, Slides, Analytics), AWS, Office 365, Java, Bash Scripting, Android mobile (Java), Python, Visual Basic, PL/SQL, Powershell scripting
Operating Systems:	Windows, Linux (Fedora, Ubuntu, Mint, Red Hat), Kali (Linux), Windows Server 2012, 2008, Cisco IOS
Software:	Microsoft Office, Visual Studio, Microsoft System Center, Nessus, Wireshark, Splunk, Solar Winds, Pen Testing tools in Kali, Remedy, IBM Big fix

Education and Credentials

University of Maryland, Baltimore, MD, 2016
Bachelor of Science, Information Systems, GPA: 3.43

Community College of Baltimore, Baltimore, MD, 2013
Associate of Arts, Computer Science, GPA: 3.00

— Certifications —

Network Administration (UMBC),
Cloud+ (CompTIA), Solutions Architect Associate (AWS)

— Clearance —

TS/SCI with Polygraph

Professional Experience

...Continued...

Microsoft, Elkridge, MD

Software Engineer 2(06/30/2021 - Present)

- Develop Features and tooling for Microsoft Azure Service Bus
- Test features for regression and integration
- Monitor and resolve issues in sovereign clouds on a 24/7 basis
- Deploy new code into sovereign clouds
- Create and deploy new distributed systems in sovereign clouds
- Utilize a ticketing system to maintain SLAs with internal and external customers
- Take part in projects to ensure we are in compliance with customer requirements

Booz Allen Hamilton, Remote

Lead Cyber Systems Engineer (12/2020 – 06/28/2021)

- Completing The Cyber Mentor ethical hacker training
- Studying for CEH
- Studying for security+
- Leveraging firm resources to practice penetration testing and threat hunting
- Utilizing Hack The Box

Applied Insight LLC, Fulton, MD

DevOps Engineer 2 (09/2020 – 12/2020)

- Interact with various operating systems, applications, environments, and cloud computing platforms to create IT automation and orchestration activities
- Use open source technologies and tools to accomplish specific use cases encountered within the project
- Use coding languages or scripting methodologies to solve a problem with a custom workflow
- Collaborate with others on the project to brainstorm about the best way to tackle a complex technological infrastructure, security, or development problem
- Perform incremental testing actions on code, processes, and deployments to identify ways to streamline execution and minimize errors encountered
- Respond to requests from multiple stakeholders, providing analytical skills to best provide the level of support requested

Amazon Web Services (AWS), Herndon, VA

Cloud Engineer (05/2018 – 09/20)

· Run and maintain a 24x7 Internet-oriented production environment, across multiple data centers, involving hundreds of machines

· Participate in all phases of the development of a large distributed system; providing hardware, manageability, operability and performance perspectives on all aspects of the system

· Automated hundreds of deployments into specialized regions that support the EC2 service in AWS

· Architected and programmed automation tools using AWS services that monitor service health and configure continuous deployments

· Configure new machines and perform various system administration tasks

· Reviewed dozens of pipelines to ensure they are operationally excellent and meet the bar for continuous deployment

Leidos, Baltimore, MD

Systems Administrator II (12/2017 – 04/2018)

Work within an ITIL environment to install, configure, administer, and support systems including associated hardware. Coordinate resources between desktop support, wintel, and network management teams.

Textron Systems: Unmanned Systems, Hunt Valley, MD

Systems Administrator (2/2017 – 12/2017)

Provide hands-on management to a portfolio of business applications in a predominantly Windows environment. Lead technical resources, including system and server maintenance, system architecture and monitoring, as well as administration of the network and information security.

- Develop, implement, and continuously improve IT Systems and infrastructure consistent with the business plan objectives.
- Provide application lifecycle management to include packaging and installation, performance tuning, SQL database maintenance, troubleshooting computer system hardware and software, and patching and upgrade maintenance.
- Formulate documentation including infrastructure diagrams, test plans and knowledge articles.
- Closely monitor systems on an on-going basis, verifying the connectivity and system integrity and availability.

Textron Systems: Unmanned Systems, Hunt Valley, MD

Associate Systems Analyst (1/2016 – 2/2017)

Worked collaboratively with Helpdesk, Infrastructure Operations, Security and other teams to develop systems enhancements and resolve escalations and outages.

- Formulated, executed, and maintained IT operational processes and procedures, and best practices with a focus on improvement.
- Developed technology implementation plans and drove project deliverables for the team.
- Performed server upgrades and maintenance while maintaining integrity of the network, server deployment, and security.
- Identity and access management using FIM and Active Directory.

a2z Inc., Columbia, MD

Systems Design Specialist (6/2015 – 12/2015)

Directed 400+ CAD files and successfully deployed 400+ custom event management software solutions and 200+ mobile app solutions.

- Worked collaboratively with project managers to set up, edit, and upgrade systems.
- Generated reports for the clients to demonstrate the advantage s of purchasing upgrades.

Division of Information Technology at UMBC, Baltimore, MD

Technology Support Consultant (8/2014 – 6/2015)

Provided high-level technical support to customers via phone, in person, and through remote desktop connection. Assessed the nature of system or service issues and resolved technical or sophisticated support problems.

- Diagnosed and resolved complex customer questions or problems in the areas of system configurations/setup, product functionality, and bugs/enhancements.
- Tracked and documented inbound support requests and ensured proper notation of customer issues.

Projects

Home Lab Set Up

- Set up, administered, and maintained a 4 bay NAS with a raid 5 configuration, 2 ESXI hosts with server 2016 vms and Linux vms, a Palo Alto pa200 firewall, a Cisco asa 5505 firewall, 1 24 port Cisco Catalyst 2960 managed switch, 2 Cisco Catalyst 3960 POE switches, and 3 Cisco 2811 Routers.
- Analyzed and resolved hardware, software, and application problems for all network or stand-alone computer systems and network resources.
- Closely monitored network performance to identify potential issues and future design improvements.