**Senior Software Application Engineer**

Philips medSage, August 2012–Current

* System Administration and DevOps
  + Developed and implemented migration from a VMware and physical environment to AWS.
  + Migrated MySQL and CouchDB databases to AWS with no downtime using replication.
  + Implemented server monitoring with New Relic Infrastructure.
  + Troubleshot system outages and performed postmortems.
  + Configured and maintained MySQL and CouchDB backups and replication.
  + Managed users and packages with Ansible.
  + Migrated automated email outreach of over 3,000 emails a day to Amazon SES.
  + Ensured that Atlassian JIRA, Atlassian Confluence, and SugarCRM are updated and patched.
  + Consulted for development team to implement AWS specific functionality.
  + Created technical documentation regarding the medSage infrastructure.
* Scripting and Reporting
  + Configured Rundeck job management software and migrated all Cron based jobs to it.
  + Performed ad hoc reporting for the Account Services team providing metrics and analytics.
  + Wrote web scraping tool to extract reports form a vendor's website using Perl and Selenium.
  + Ensured business critical reports ran and were correct.
  + Documented application flow for mandated Privacy Impact Assessment.
  + Worked with development team to ensure that the billing process worked properly and is correct.
* Integration Application Support
  + Designed, implemented, and updated custom integrations with DME software.
  + Handled PHI in accordance with HIPAA policies.
  + Performed internal and external training, documentation and quality assurance for new features.
  + Monitored integration and troubleshot issues that arose.
  + Assisted customer service team as an escalation point.
  + Managed relationships with outside vendors including Voxeo, LocationSmart and AWS.
  + Assisted customers using Fog Creek Coplot and Skype for Business.

**EDI Analyst**

GlaxoSmithKline through Newton Consulting, May 2011 –January 2012

* Facilitated trading partner implementation and development with outsourced EDI vendor GXS.
* Resolved EDI business support issues, resulting in cost savings by reducing chargebacks.
* Conducted EDI application testing to identify miscommunications for Order Specialists.
* Troubleshot issues relating to Order to Cash, Distribution, and Accounts Receivables.
* Analyzed vendor data for use in forecasting sales with GlaxoSmithKline's retail partners.
* Traced data flow through many translation points to correct translation between systems.
* Reviewed COBOL code to determine how exported data was being formatted.
* Researched workflow in MVS TSO using IBM 3220 mainframe.

**Technical Support Specialist**

True Commerce, June 2009 – May 2011

* Provided phone support for Transaction Manager and Integrator software for 3,000+ customers.
* Logged case information in NetSuite ticketing system.
* Reviewed and updated technical support documentation in the nGenera Knowledgebase.
* Assisted customers with EDI document rejection and mapping updates.
* Configured and troubleshot Microsoft SQL Server backend used by Transaction Manager software.
* Resolved issues with integration between Transaction Manager software and back office systems.
* Performed quality assurance testing on new iterations of the Transaction Manager software.
* Advised developers regarding software improvements based on customer feedback.

**Technical Support Lead**

[Petrosoft](http://www.petrosoftinc.com/), May 2008 - June 2009

* Remotely troubleshot issues with online back office software product using GotoAssist and VNC.
* Created manuals and other training materials streamlining the training process.
* Troubleshot vendor EDI data that that failed to be processed.
* Assisted in configuration of Dell rackmount servers running Gentoo Linux.
* Collected customer feedback and submitted feature requests to offshore developers.
* Performed quality assurance testing before new features were implemented in production.
* Installed and configured temperature automation systems.
* Created bulk mail, fax, and telephone advertising campaigns.
* Configured Windows 2003 Small Business Server using group policies and scripts.

**Integration Specialist**

[Amcom Office Systems](http://www.teamamcom.com/default.asp), February 2006 – March 2008

* Supported networked office equipment for clients in a wide area of Western Pennsylvania.
* Trained the entirety of the networking field service department.
* Troubleshot printing issues with Quark Express, Adobe Photoshop, and Adobe InDesign.
* Provided second-level support to other technicians as a specialist.

**Network Security and Computer Forensics, AS, Pittsburgh Technical Institute, 2005**

**Languages tools, and skills:**

XML, EDI X12, Bash, Perl, SQL (many dialects), CouchDB, Apache, VMWare, Atlassian JIRA, Atlassian Confluence, New Relic Infrastructure (EC2, Route 53, S3, SES), Subversion, Git, Visio, Notepad++, VIM, SQLyog, Lets Encrypt, Selenium

**Certifications**

Scrum Alliance: Certified ScrumMaster

[Comptia](http://certification.comptia.org/): [A +](http://certification.comptia.org/a/default.aspx), [Network +](http://certification.comptia.org/network/default.aspx), [Security +](http://certification.comptia.org/security/default.aspx)

Microsoft: [Windows XP (70-270)](http://www.microsoft.com/learning/en/us/exams/70-270.mspx#EAF)

CIW: CIW Professional

Philips: Lean End2End

**Conferences Attended**

Abstractions 2016, 2019

Security B-Sides Pittsburgh 2012, 2019

Railsconf 2018

Heartifacts 2018

Notacon 2010, 2011, 2012

Steel City Ruby 2013

**Things I know a little bit about:** CNC Fabrication, Woodworking, Book Layout,Arduino Programming, Game Design