

TROY CONRAD

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Experienced multi-platform IT Administrator and Cloud/DevOps Engineer with a record of success improving reliability, reducing costs and automating business workflows.

Skills

Platforms: Amazon AWS, macOS/iOS, Amazon/CentOS/Debian/Ubuntu Linux, MS Windows, VMWare
Languages: AppleScript, Bash shell, CSS, HTML/XML, Coffee/JavaScript, Perl, Python, Regex, SQL, YAML
Software: Ansible, Apache, Atlassian, Docker/ECS, GitHub/Lab, Google Apps, Hubot, IIS, Java/TomEE, Jenkins, LDAP, MySQL, Nginx, Okta, OpenVPN, Samba, Slack, Splunk, SQL Server, SSH, Trello, XenServer

Experience

TEKSYSTEMS / AARP

8/2018 – 10/2019

Washington, D.C. (Remote)

Senior Web Operations Engineer on an Agile team of five responsible for 24x7 support of all AWS-hosted infrastructure (300+ servers) and services for AARP's Digital Strategy division, including aarp.org.

- Created and maintained Ansible, Bash and Python scripts and Jenkins CI/CD pipelines responsible for hourly, fully automated configuration and infrastructure management of virtually all AWS resources.
- Automated a heavily used, manual URL redirect processing workflow, slashing process time by over 90%, reducing deployment failures and typically saving over an hour a day for Ops team.
- Lead major transition of all critical services (AWS, Jenkins, VPN, Splunk, SSH, etc.) from multiple auth backends to Okta SSO, including contracts, account/role migrations, SAML setup, training and cutover.
- Managed all aspects of a migration from HipChat to Slack, including account setup, data migrations, app integrations and refactoring of hundreds of Ansible, Bash, Coffee/JavaScript and Python scripts.
- Significantly enhanced division's ops chatbot with Slack support, Nagios monitoring, process isolation and better performance, uptime, input validation, conversation skills and online help.

MIRUM AGENCY

1/2014 – 1/2018

Los Angeles, California

Web Administrator on a team of three responsible for all IT for a digital marketing agency with 130+ employees and 110+ servers in LA, Chicago, Bentonville and New York.

- Architect and lead admin of all AWS-hosted services, including EC2 (Web/DB/GitLab/Jenkins/Redis), CloudFront/S3, Docker/ECS, storage, load balancers, domains, Route 53 DNS, SSL, VPCs and VPNs.
- Automated AWS infrastructure setup, build, test, and zero-downtime deployments of ECS dockerized web services, massively reducing typical request-to-live turnaround times from days to minutes.
- Refactored flagship Elite-Receipt product, improving performance, uptime and cutting costs by 60%.
- Reduced IT support incidents by 65% and monthly Internet spend by 85% in first two years.

IT Consultant specializing in Perl, web-app design, systems admin and DevOps on Linux, Mac and Windows. Clients included 20th Century Fox, Gamefly, Nexco and Mednet.

- Supported remote India teams (including travel to Delhi), providing hardware setup, training, tech support, code reviews, security and performance auditing for Drupal, PHP and MS/MySQL-based apps.
- Designed, developed and deployed scripts to find unmanaged devices on the Fox LAN, install ARD on and migrate hundreds of Macs from NetWare to CIFS servers, reducing physical work by over 90%.
- Developed Perl modules for Nexco to create dynamic, digitally signed PDF forms in the ClickCartPro e-commerce web app, greatly increasing online property rentals for a real-estate rental web site.
- Exclusively responsible for all IT for Mednet, including all internal/WAN networks, VoIP, VPNs, servers, VMware/Xen VMs and services (AD, IIS, SQL Server, CVS, Wikis), Mac/Windows PCs, etc.

Software Engineer responsible for design and creation of Mac/Windows/UNIX software deployed on 3,000+ machines in Burbank, Orlando and Paris. Also provided escalated IT support and troubleshooting.

- Created a highly automated email conversion tool that reduced user data conversion time from 50 minutes to two, facilitating a very rapid migration of 1,000+ users with minimal staff.
- Developed a 10K+ line Perl asset info and maintenance suite run on 2,000+ Mac, Windows, Linux, IRIX, Solaris & Cray systems, vastly improving inventory data and reducing support and licensing costs.
- Designed and wrote a web-based LDAP admin tool that greatly simplified user, group and server configuration tasks, allowing user self-service for tasks previously requiring administrator support.
- Awarded screen credit on *Atlantis: The Lost Empire* (2001), *Treasure Planet* (2002) and *Home on the Range* (2004) in recognition of technology support.

Education

Leadership Program (Basic 143, Advanced 143 and Legacy Program 143)

Computer Science and Mathematics