Kenneth Hyer

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WORK EXPERIENCE

Cisco Systems – Research Triangle Park, NC

Technical Leader, Software Engineering – Cloud Infrastructure Platform Services	Jan 2019 - Present
Senior IT Engineer/Software Developer – Process, Security and Optimization	Jan 2014 - Jan 2019
IT Engineer – Unix Hosting Operations	Aug 2010 - Jan 2014
Intern – Storage Operations	May 2009 - Aug 2009

- Full-stack software and systems architecture and development of enterprise software. A typical solution includes a microservices-based containerized API layer, Javscript framework front-end, asynchronous workflow engine and/or messaging middleware, data storage, configuration management, CI/CD and security considerations

- Design and implementation of hybrid cloud infrastructure provisioning and configuration management platforms. Git-ops driven deployment and configuration of application infrastructure stacks. Single, extensible interface for the onboarding of all IT infrastructure services for Cisco Business and Engineering infrastructure needs (VMs, BMs, containers, storage, load balancers, etc) in both public and private clouds

- Other designed and delivered software platforms include elevated permissions access management to meet SOx requirements, one-click deployment of bare-metal servers and VMs, patching and upgrade automation for Cisco's large VMWare environment (5500 ESXi hosts), OS PXE boot services, "Infrastructure as Code" domain controller for IT Infrastructure configuration management and tools for performance monitoring

- Technical leadership and career mentorship for multiple teams of developers/SREs, largely Junior/early-in-career and interns. Teaching of both technical and soft skills, as well as integration of new technologies into our solutions as learning/training exercises. Providing hands-on troubleshooting and consulting when teams are "stuck" on a problem.

- Development of software development and technology standards for organization's software development team. Standards include language and framework selections, code style guides, UI design parameters, peer review procedures, CI/CD pipeline, documentation standards, user story layout, and team member roles and responsibilities.

- Leadership of organization's transformation from Operations to DevOps/SRE and advanced software development best practices. Formation of dedicated software development team and adoption of Agile Scrum project management best practices. Concentration on value delivery and high-quality, robust, enterprise-grade solutions as required by our clients and stakeholders.

- First project: Development of Cisco IT Infrastructure Dashboard web application to track system alerts, performance, capacity management, storage reporting, resource scheduling and system auditing across 50,000 physical and virtual compute and storage devices. Responsible for UI, web, back-end and database layers. Project developed in 2011, still heavily in use today (2023).

- Experience with on-call support duty rotation - critical incident response and general support requests

Rensselaer Student Union – Troy, NY

Systems Administrator, Project Coordinator	Oct 2007 – Sept 2010

- Developed custom desktop and web-based software applications (point of sales application, anonymous feedback application, employee scheduler, recreation management system)

- Provided technical assistance and consultation to Union administrative staff and 160+ student clubs

- Managed three other systems administrators and oversaw projects and repairs

- Provided sysadmin support for Ubuntu, CentOS, and Windows 2k3 servers - services included Exim mail, MySQL and PostgreSQL databases, Apache and PHP web services, and Active Directory

- Designed specifications and deployed new enterprise-grade web server, set up cPanel website management software, and migrated 240 websites and services to new server

Salud Para La Gente, Inc. – Watsonville, CA
Technology Consultant – Temporary Position   May 2008 – Aug 2008

- Provided consultation, network support, and systems implementation for network of healthcare clinics

- Developed custom helpdesk application for IT support requests and inventory control

- Developed 3-5 year technology plan to encourage organization to keep technology up to date

- Configured and deployed Cisco routers, HP switches and FortiGate firewall to improve network reliability and security

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Plainfield Public Schools *– Plainfield, CT*
Technology/Network Specialist   May 2006 – Jan 2008
Desktop Repair Assistant   Oct 2003 – May 2006

- Provided network and technology support for seven-site school district with 1200+ computers

- Specialized in network and systems security to maintain system stability

- Provided end-user support to 2000 students and 600 faculty members in all schools

- Deployed new mobile and stationary computer labs complete with wireless or wired ethernet capabilities

- Operated, repaired and documented lighting and sound systems for state of the art auditorium

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RELAVENT QUALIFICATIONS

Software Development Proficiencies
Development Languages/Frameworks: Python, Golang, Ansible (Core and Tower), Terraform, Argo Workflow, React, Vue, Angular (dated), Javascript/jQuery, Bash, Perl, PHP, C/C#/C++ (dated)

Platforms: Kubernetes, Docker, Linux Servers (VM/BM), AWS, Google Cloud Platform

Database: PostgreSQL, MySQL, Oracle, Redis, MongoDB, Splunk

Development Pipeline: Github, Jira/Bitbucket, Github Action Runners, Jenkins, ArgoCD, RedHat Quay

Operational Proficiencies
Linux (RHEL/CentOS, Ubuntu), VMWare, Cisco UCS, Openstack, Apache, Nginx

Recent Certifications
AWS Certified Cloud Practitioner (November 2023)

AWS Certified Solutions Architect – Associate (In Progress)

Honors and Activities
Member of Board of Directors of Habitat for Humanity of Wake County (2022 – Present)
House Construction Leader with Habitat for Humanity of Wake County (2012 – Present)
Recipient of Rotary International Paul Harris Fellowship
Member of RPI Phalanx Senior Honor Society (for Leadership)

EDUCATION

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Rensselaer Polytechnic Institute - Troy, NY
Dual Bachelor of Science: Electrical Engineering, Computer & Systems Engineering