

SAMUEL TILLMAN

US Army Veteran | Windows Ops | Linux Ops | SaaSops | DevOps | Cloud Computing
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IT Pro with 20+ years of experience in Information Technology Operations, specializing in Windows & Linux Administration, Virtualization/Cloud Computing, IaaS/PaaS/SaaS Operations and DevOps. In addition to years of technical experience, also proficient in IT Budgeting/Purchasing, IT Asset Management, IT Project and Operations Management. Able to communicate advanced subject matter to End User, IT Staff and Executives alike.

SKILLS

Operating Systems:

- Microsoft Windows (Server 2000, 2003, 2008, 2012, 2016)
- Linux (Ubuntu, CentOS, RedHat)

Continuous Integration/Deployment (CI/CD):

- Jenkins, Puppet Deploy

Cloud Computing:

- Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure

Source Control Management/Version Control:

- GitHub, GitLab, BitBucket, Artifactory

Virtualization/Containers

- VMware, Hyper-V, VirtualBox, Docker, Kubernetes

Web Servers/Load Balancers

- Internet Information Service (IIS), Apache HTTP Server, Nginx, HAProxy

Application Performance/Infrastructure Monitoring

- New Relic, AppDynamics, Systems Center Operations Manager (SCOM), Nagios, Icinga, Spotlight

Infrastructure as Code (IaC)/Configuration Management:

- Puppet, Chef, Ansible, Terraform

Programming/Scripting:

- PowerShell HTML, JavaScript, Ruby

Log Correlation

- Splunk, ElasticSearch, Logstash, Kibana

EXPERIENCE

2017 TO 2020

SYSTEMS ADMINISTRATOR, ASCENTIS, REMOTE

Lead Systems Administrator and Subject Matter Expert for the IT infrastructure supporting the Talent Management System (TMS) product offered by Ascentis, including Windows Server 2008r2, Windows 2012r2, Windows Server 2016, CentOS 7, Microsoft IIS, Microsoft SQL Server, Microsoft Active Directory, AppDynamics, New Relic, JIRA, Confluence, BitBucket/Git and AWS.

Key Accomplishments:

- Implemented AppDynamics for Application Performance Monitoring
- Automated new client, including Database creation, Application creation and API setup.
- Implemented Capacity Planning guidelines.
- Designed and implemented Hardware Development Life Cycle .

2015 – 2017

SYSTEMS ADMINISTRATOR, BANK OF AMERICA, JACKSONVILLE, FLORIDA

Lead Systems Administrator for 10-7 shift on the Global Wealth & Investment Management Server Operations team. Participated in 24/7 operations. Managed Windows Servers, Microsoft IIS, Microsoft Active Directory, Microsoft SQL Server, F5 Load Balancers and VMware.

2013 - 2015

IT SYSTEMS ENGINEER, FLORIDA BLUE, JACKSONVILLE, FLORIDA

Subject Matter Expert on Windows Server Configuration and Patch Management for FCSO and Novitas, the government divisions of Florida Blue. Managed server infrastructure needed for Microsoft Systems Center Configuration Manager, including Site Servers, Management Points, Distribution Points and Clients.

Key Accomplishments:

- Redesigned and implemented Patch Management Program.
- Improved patch compliance rate, taking it from 66% to 98%.

2011 - 2013

SYSTEMS ADMINISTRATOR, SIERRA-CEDAR, ALPHARETTA, GEORGIA

Deployed and managed server infrastructure for Corporate Security and Managed Services, including Windows Servers, Linux Servers (Oracle Linux), Solaris Servers, Microsoft SQL Server, Microsoft Active Directory, Splunk, Tivoli Endpoint Manager (BigFix), Tenable SecurityCenter/Nessus and VMware.

Key Accomplishments:

- Implemented and administered Tivoli Endpoint Manager for patch and configuration management. Solely responsible for patching Windows, Linux and Solaris servers.
- Deployed and managed Splunk for log correlation. Responsible for the infrastructure supporting Splunk, including Search Heads, Indexers and Universal Forwarders.
- Implemented Vulnerability Analysis with Nessus and Tenable SecurityCenter.

2010 - 2011

SYSTEMS ADMINISTRATOR, FLORIDA STATE UNIVERSITY, TALLAHASSEE, FLORIDA

Managed IT infrastructure and staff for College of Law, including Windows/Linux Servers, VMware, Microsoft SQL Server, Microsoft Active Directory, Windows Media Server and Sendmail.

Key Accomplishments:

- Upgraded VMware GSX Servers to VMware ESX 4.0
- Performed file server migration (over 800GB of data migrated over a single weekend)
- Designed and implemented backup schedule for new file server.

2008 - 2010

SYSTEMS ADMINISTRATOR, FLORIDA INSTITUTE OF CPAS, TALLAHASSEE, FLORIDA

Administered production IT environment consisting of Cisco routers & switches, Windows Servers, Microsoft Active Directory, Microsoft IIS, Microsoft SQL Servers, Microsoft Exchange Server, VMware, Unitrends DPU, Linux (Ubuntu), Buffalo storage devices and Cisco security appliances (ASA).

Key Accomplishments:

- Introduced virtualization to IT organization by converting physical servers to virtual servers running on VMware GSX servers and eventually VMware ESX 4.0.
- Performed upgrade of database server from Microsoft SQL Server 2005 to Microsoft SQL Server 2008.
- Implemented Business Continuity Plan Backup Scheme and Disaster Recovery plan.

2005 - 2008

DEFENSE CONTRACTOR, DEPARTMENT OF DEFENSE

Performed information technology duties for federal government on several US Army installations in support of OCONUS missions. Due to the nature of the work, I cannot elaborate on duties performed.

1999 - 2005

INFORMATION TECHNOLOGY SPECIALIST (25B), UNITED STATES ARMY

Served in the US Army as an enlisted soldier and was assigned to several duty stations including the 306TH Military Intelligence Battalion, Joint Intelligence Operations Center Europe Analytic Center (formerly Joint Analysis Center) and the 3rd Medical Command (Deployment Support). Due to the nature of the work, I cannot elaborate on duties performed. Received an Honorable Discharge.

CERTIFICATIONS

- Splunk Certified Power User
- Splunk Certified User
- New Relic APM Fundamentals
- CompTIA Network+
- QualysGuard Certified Specialist – Vulnerability Management (QGCS)
- GIAC Security Essentials Certification (GSEC)
- VMware Certified Associate – Data Center Virtualization