



Stephen Burns

Systems Administrator & DevOps Engineer

stephen@StephenBurns.net
574-850-5600

SUMMARY

I am a data-driven, detailed, and analytical problem-solver that must get to the root cause of any problem I encounter. My natural desire to learn has enabled me to develop and manage a large variety of IT systems, including on-premises, cloud-based, and hybrid infrastructures for millions of global users. My 8+ years of experience in the IT sector includes administration and development of IT systems for internet service providers, educational institutions, manufacturers, small e-commerce companies, medical start-ups, and social networking startups.

WORK EXPERIENCE

Systems Administrator - July 2018 to Present

Kountry Wood Products – *Nappanee, IN*

- Reinforced network security and reliability through implementing a comprehensive monitoring system with anomaly detection, and through implementation of network segmentation and more secure and well-defined group policies and active directory OUs.
- Increased employee productivity through reduced server downtime achieved through server virtualization, updating legacy hardware, and implementing HA clusters when necessary.
- Slashed new computer deployment time from 3 days to 3 hours as well as standardized computer software and configuration, all using the Linux-based *FOG* open-source computer imaging software.

Linux Systems Engineer - Jan 2018 to May 2018 (*Remote*)

WSM International – *Detroit, MI*

- Increased project profit margins through utilizing time-saving custom-made scripts to aid in server migration and maintenance.
- Reduced project overhead through innovative methods of managing multiple sets of interrelated project data with detailed custom spreadsheet formulas used to organize, associate, and sort data.
- Rapidly responded to and resolved critical server emergencies.

Platform Engineer - July 2017 to Sept 2017 (*Remote, Contracted*)

Real Time Medical Systems - *Pittsburgh, PA*

- Eliminated third party errors in the configuration of various systems, which had caused mission critical migration efforts to stall.
- Managed an AWS environment, including its VPCs, EC2 instances, networks, VPNs, Security Groups, and network policies & permissions
- Accelerated efforts to automate the onboarding steps for new clients.
- Proactively ensured HIPPA compliance by volunteering to conduct a review of IT systems, making recommendations where appropriate.

System Administrator - May 2016 to March 2017 (*Remote*)

Open-Xchange, Inc. - *Raleigh, NC*

- Reduced server deployment times through fully automating the distribution and configuration of our monitoring software (Zabbix). This included developing custom software modules.
- Created, maintained, and administered large server clusters in an OpenStack virtual environment that provided web services to users across the world from Japan to the U.S.
- Boosted public availability and awareness of the company's demo system through migrating it to a new cloud platform which I deployed. The demo system showcased the company's flagship software which prior to the migration was plagued with reliability issues & system outages.



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System Administrator - July 2013 to May 2016

PHM Schools - *Mishawaka, IN*

- Eradicated unnecessary expenses for multiple large projects through in-house analysis, design, and deployment, including the redevelopment of 15 websites, the data migration of 3 servers, and updating 7 small and 3 large TV studios.
- Increased the uptime and responsiveness of Windows and Linux servers that regularly served over 10,000 students, 700 staff, and the entire community. This included physical servers and virtual servers in a VMware vSphere environment.
- Boosted server speed, network throughput, and availability which cut the time to image a computer in half, while increasing the number of machines that could be imaged simultaneously.

Lead Technician / Store Manager - February 2013 to July 2013

MichianaPC - *Elkhart, IN*

- Advanced from general Computer Technician to Lead Technician, Store Manager, and Web Developer; in less than three months.
- Expanded the company's client base through the inclusion of specialized services that I performed such as advanced data recovery.
- Expedited technician workflow through new organization and prioritization methods, thus increasing the overall volume of work that could be performed.

SKILLS

Experienced In:

- Agile, Kanban, & Scrum Project Management
- Help Desk / Issue Management Software
(including Zabbix, PagerDuty, & Spiceworks)
- Linux & Windows Server Administration
(primarily with CentOS, Ubuntu, & Debian)
- Administration of Various Linux Services
(such as Apache, Nginx, MySQL, & OpenLDAP)
- Database Administration & Replication
(including master/master & master/slave)
- Cloud Systems Engineering
(mainly AWS, Google Cloud, & OpenStack)
- WordPress & Drupal Website Development

- System Analysis & Consulting
- Computer Networking
- Google Apps Suite & Office 365
- Microsoft IIS & SQL Server
- Microsoft DNS & DHCP
- Microsoft Active Directory
- BASH / Shell Scripting
- BATCH Scripting
- Computer Imaging
- DFS & NAS Systems
- Version Control Systems
(primarily GIT, minor SVN)

Familiar With:

- PowerShell Scripting
- WordPress Plugin Dev.
- Drupal Module Dev.
- Change Management
- Business Planning
- Print Servers
- ERP / CRM Software
- PostgreSQL
- PHP
- Chef
- Ruby

EDUCATION

B.S. in Business Information Technology Management

Western Governors University - 2013 to 2015 - *Indianapolis, IN*

Computer Informatics in Business

Indiana University South Bend - 2010 to 2012 - *South Bend, IN*

Cisco Computer Networking

Elkhart Area Career Center - 2007 to 2009 - *Elkhart, IN*

CERTIFICATIONS

- CompTIA A+ (2008)
- Microsoft Technical Associate: Database Fundamentals (2015)