

Chad M. Harris

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Summary

Results-driven IT professional with over 10 years of extensive experience, showcasing expertise in DevOps and Software Engineering. Proven track record of success in designing, implementing, and optimizing IT solutions for industry leaders, including a substantial tenure at Cisco Systems. Adept at orchestrating infrastructure changes for on-premises and cloud configurations, with proficiency in AWS and GCP. Valuable contributions include GitLab migrations, website deployments, and application development within diverse frameworks, such as NodeJS. Demonstrated ability to navigate the dynamic challenges of a multinational corporation, coordinating with a large, global workforce. Additionally, enriched skills and agility through recent roles with a web agency, further honing web application development, hosting, and containerization capabilities. Possesses a comprehensive understanding of the software development lifecycle and agile methodologies. Excels in fostering collaborative environments, delivering impactful solutions, and contributing to the success of diverse projects.

Skills

- AWS, GCP
- Win10/macOS/Ubuntu,
- Python, Node.js, Bash
- DNS/IP Mgmt, Hyper-V
- ELK, GitLab, GitHub
- XCode/Android Studio,
- Shell, Java, JS, PHP
- VMware, Puppet, Docker
- CI/CD, Jenkins, Git
- VSCode/JetBrains
- HTML/CSS/JS, LAMP
- NGINX, Comp. Networking
- AD, Help Desk, Desktop Sup.
- SonicWall, TLS/SSL, VPN
- JQuery, AJAX, JSON, REST
- Digital Mktg, Sales
- Service Desk, Tech Sup.
- Adobe Suite, Photoshop
- Jira, Confluence
- Social Media Mktg, Perf. Mktg
- Cust. Sup., IT Proj. Mgmt
- Premiere Pro, After Effects
- DevOps, SDLC
- HTML5, CSS3, Web Design

Education

B.S. Electrical & Computer Engineering

University of Arizona

Relevant Coursework – Calculus I, Calculus II, Physics I, Programming for Engr.

Jan 2021 – Present

Remote

B.S. Computer Science - Systems

UNC Wilmington

Relevant Coursework – Data Structures, Computer Org., Formal Languages, Algorithm Design and Analysis, OOP, Operating Systems, Machine Learning

Jan 2014 – May 2019

Wilmington, NC

Work Experience

DevOps/Software Engineer

Cisco Systems, Inc.

Technologies Used – NGINX, Jenkins, Jira, Puppet, Python, Docker, Gitlab, GitHub, YAML

- Upgraded and tested GitLab development server; implemented Ruby scripts.
- Developed Docker-based auditing and logging tools for GitLab.com.
- Configured and deployed Puppet for GitLab's migration to RHEL8.
- Created Jenkins jobs for GitLab reporting; managed artifact storage.
- Set up NGINX for audit log ingestion to EKS; integrated CloudWatch logging.
- Conducted DAST for security compliance on GitLab internal servers.
- Enabled and tested Jenkins SSO SAML.
- Maintained and configured various applications.

Sep 2022 – Aug 2023

Remote

DevOps/Application Engineer**Oct 2021 – Aug 2022****Pint, Inc.***Remote***Technologies Used – HTML5, CSS3, Wordpress, NGINX, GitLab, XenCenter, Docker, GCP, AWS**

- Automated deployments in GCP/AWS via GitLab/GitHub CI/CD pipelines.
- Managed Docker image lifecycle.
- Handled server decommissioning, redirections, and maintenance.
- Administered DNS for various clients.
- Produced content and managed documentation in WordPress CMS.
- Configured proxies and routing on GCP VM instances.

DevOps Consultant**Jul 2021 – Oct 2021****Pint, Inc.***Remote***Technologies Used – HTML5, CSS3, Wordpress, NGINX, GitLab, XenCenter**

- Developed and modified sites within WordPress CMS.
- Managed server decommissioning/archiving and GitLab migration.
- Administered DNS for multiple client domains.
- Created IT/Development documentation and developed procedures.

Web Developer**Apr 2020 – Jul 2021****Freelance***Remote***Technologies Used – HTML5, CSS3, JS, LAMP, NodeJS, NGINX, GitLab, ESXi, HyperV**

- Managed virtual machines for web application hosting.
- Developed and deployed applications on LAMP and NodeJS stacks.
- Administered DNS for application-specific routing.

IT Help Desk Analyst – Service Assurance**Feb 2018 – Jul 2021****One Source Communications***Remote***Technologies Used – Active Directory, Office365, LabTech, Meraki, Cradlepoint, FOG**

- Maintained multi-location computing sites, ensuring system functionality, and performing server upgrades.
- Addressed remote networking issues, maintained connection states, and coordinated technician dispatches.
- Managed client network templates on Cisco Meraki and Cradlepoint CM dashboards for primary and backup connections.

IT Administrator/Webmaster**Jun 2016 – Feb 2017****US Med Express***Wilmington, NC***Technologies Used – Python, Linux, VMware, OpenCart, PHP, HTML, CSS**

- Regularly updated the company website for accurate product inventory representation.
- Created an automated PHP utility for efficient generation of PDF patient intake forms.
- To enhance online product displays, implemented a Python script that automated the retrieval of images for 7,000 products from Google, resulting in a more engaging content library aligned with OpenCart CMS descriptions.

IT Service Center Analyst**Nov 2012 – Sep 2013****Flagstaff Medical Center***Flagstaff, AZ***Technologies Used – Active Directory, ServiceNow, Powerchart**

- Resolved technical issues across proprietary medical applications, improving departmental efficiency. Managed new user and intern account provisioning, ensuring timely access to systems.
- Streamlined onboarding by provisioning Active Directory accounts for hospital staff and interns, enhancing operational readiness.
- Leveraged clinical applications like PowerChart and GE Centricity for user setup, and utilized ServiceNow and Cerner for ticketing and troubleshooting, resulting in a seamless user experience.

Scholarships**David Bristol Scholarship - GPA > 3.69
UNC Wilmington****May 2015
Wilmington, NC**

Additional Work Experience

Research Assistant UNC Wilmington	May 2015 – Dec 2015 <i>Wilmington, NC</i>
Hardware Technician UNC Wilmington	Nov 2014 – Dec 2015 <i>Wilmington, NC</i>
Help Desk Specialist UNC Wilmington	Jan 2014 – Dec 2015 <i>Wilmington, NC</i>
IT Assistant SUNY - University at Buffalo	Nov 2007 – May 2010 <i>Buffalo, NY</i>

Projects

Personal Portfolio https://chadmichaelh.com Technologies Used – HTML5, CSS3, JS, LAMP, NodeJS, AJAX, jQuery, WordPress <ul style="list-style-type: none">Designed and implemented a self-hosted portfolio website, serving as a comprehensive showcase for my projects. This platform not only highlights my technical skills in web development but also offers an interactive and visual representation of my completed works, allowing for an intuitive exploration of my project accomplishments and design proficiency.	2020 <i>Greenville, NC</i>
Client Portfolio https://greyblock.co Technologies Used – HTML5, CSS3, JS, Python, GitLab, Ubuntu, Wordpress <ul style="list-style-type: none">Engineered and independently hosted a personal freelance website, integrating a Git repository to systematically display my portfolio. This initiative not only demonstrates my web development and version control skills but also provides a professional platform to present my work, enhancing visibility to potential clients and employers while showcasing my proficiency in project management and software deployment.	2020 <i>Greenville, NC</i>
Interactive 3D ASCII - Python Art Research Assistant to Hua Li, PhD Technologies Used – Python, Blender 3D, nCurses <ul style="list-style-type: none">Developed a dynamic 3D application by leveraging the Blender 3D engine, integrating interactive features to enhance user engagement. This project showcased my proficiency in 3D modeling and application development, emphasizing my ability to create immersive and interactive environments that cater to specific user needs and preferences.	2015 <i>Wilmington, NC</i>
Collapse - Python Adventure Game Final Project Technologies Used – Python, nCurses Library, Pygame, cx_Freeze <ul style="list-style-type: none">Developed a multi-threaded Python application for my final project, showcasing advanced programming skills and a deep understanding of concurrent processing. This application demonstrated my ability to optimize performance and efficiently handle multiple tasks simultaneously, reflecting a strong foundation in software development and problem-solving capabilities.	2014 <i>Wilmington, NC</i>