Chad M. Harris

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Summary

Results-driven IT professional with over 15 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. Adept at orchestrating infrastructure changes for on-premises and cloud configurations, with proficiency in Amazon Web Services and Google Cloud Platform. Valuable contributions include GitLab migrations, website deployments, and application development within diverse frameworks utilizing both traditional and AI development workflows. 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. Hard working team player with proven ability to commit to projects from start to finish.

Skills

- Amazon Web Services
- Win11/MacOS/Linux
- VSCode/Copilot
- Python
- YAML
- Jira

- Google Cloud Platform
- DNS/IP Management
- HyperV
- ESXi/VMware
- Puppet
- Git

- ELK/Logstash
- SonicWall
- Jenkins
- GitLab
- CI/CD
- Bash

- HTML/CSS
- Portainer
- NGINX
- GitHub
- Docker
- TLS/SSL

Work Experience

DevOps/Software Engineer   Jan 2020 - Present
Greyblock, LLC - Freelance   *Remote*
Technologies Used – ESXi, HyperV, NGINX, GitLab, GitHub, Docker, Ubuntu, Google Cloud Platform

- Development, maintenance, and automated patching for over 100+ sites and web applications as a collection of internal tooling and client endpoints.
- Hosting and storage of over 200+ internally based AI models with application endpoint.
- LLM training and development (ie. Musings and predictions based on the corpus of Mary Shelley's Frankenstein; Trained on the base model provided by GPT2 and Project Gutenberg archives ~3HR Training Time on iMac 2012).
- Threat and intrusion mitigation through various attack vectors (Tailscale, SSH, Firewall, Proxy, etc).
- Application and deployment automation including SSL renewals across all bare metal infrastructure.
- Automated infrastructure upgrades, website creation, CI/CD, application development, and tooling.

BES/DevOps Engineer   Apr 2024 – Apr 2025
Cisco Systems, Inc. - Contract (TEKsystems)   *Remote*
Technologies Used – GitHub, Jenkins, Docker, Python, Ubuntu, RHEL8, AlmaLinux, ServiceNow

- Primary SME on Build Environment Security (BES) as it pertains to production project compilation on Jenkins and various implemented security constraints (REALM, SFO, AD, Ansible, Generic Accounts) as required and mandated by the US Government.
- Member of the SCM team responsible for configurations and various administrative aspects of GitHub servers.
- Remediated and provided support of the ADSync process responsible for all AD group membership and team members delegated within GHEC (GitHub Enterprise Cloud), EMU (Enterprise Managed Users), and GHES (GitHub Enterprise Server).
- Performed L1-L3 DevOps support for BES compliance and various issues as they pertain to development teams and inquiries regarding security.

DevOps/Software Engineer   **Sep 2022 – Aug 2023**
Cisco Systems, Inc. - Contract (TEKsystems)   *Remote*
Technologies Used – NGINX, Jenkins, Jira, Puppet, Python, Docker, GitLab, GitHub, YAML
- Performed GitLab development server upgrades and testing with associated Ruby scripting.
- Created report tooling for GitLab Enterprise auditing and logging via Docker.
- Implemented Puppet configurations and deployment for GitLab migrations to RHEL8.
- Created Jenkins jobs for artifact storage of GitLab user reporting.
- Implemented a multi-process Docker container for use as a NGINX ingestion endpoint for audit logs to EKS cluster and logging via CloudWatch for GitLab Enterprise.
- Performed DAST scanning for security compliance on internally hosted GitLab instances.
- Responsible for Jenkins configurations regarding SSO authentication and maintenance.

DevOps/Application Engineer   **Oct 2021 – Aug 2022**
Pint, Inc.   *Remote*
Technologies Used – HTML5, CSS3, Wordpress, NGINX, GitLab, XenCenter, Docker, GCP, AWS
- Configured GCP/AWS automated deployments within the CI/CD pipelines of GitLab/GitHub.
- Created Docker images and performed routine maintenance on CI/CD pipelines.
- Performed server decommissioning redirects and general maintenance on internal VMs.
- Provided DNS management and modifications for multiple clients.
- Created content within the Wordpress CMS for multiple clients.
- Configured proxy settings and routing within various GCP compute instances.
- Updated documentation and provided procedure outlining for new processes.
- Conducted site auditing and participated in client communication.

DevOps Consultant   **Jul 2021 – Oct 2021**
Pint, Inc.   *Remote*
Technologies Used – HTML5, CSS3, Wordpress, NGINX, GitLab, XenCenter
- Conducted site development and modifications within the Wordpress CMS.
- Performed general server decommissioning and archival of the primary GitLab instance.
- Provided DNS management and modification for multiple clients.
- Created documentation and procedure development of IT processes and development oriented tasks.

IT Help Desk Analyst – Service Assurance   **Feb 2018 – Jul 2021**
One Source Communications   *Remote*
Technologies Used – Active Directory, Office365, LabTech, Meraki, Cradlepoint, FOG
- Provided troubleshooting and maintenance on computing sites for multiple locations ensuring all employee computer systems are operational and had received regular upgrades as needed.
- Conducted troubleshooting on networking issues for remote client locations, and ensuring that sites maintained proper connection states, scheduling technician dispatches as needed.
- Provided first response for clients and managed client wide networking templates in the Cisco Meraki management dashboard and in the Cradlepoint CM dashboard for backup connections.

Systems Administrator   **Jun 2016 - Feb 2017**
US Med Express   *Wilmington, NC*
Technologies Used – Python, Linux, VMware, OpenCart, PHP, HTML, CSS
- Provided updates to the company website as needed to reflect new product inventories.
- Developed an automated processing utility in PHP for generating new patient intake forms in PDF format.
- Implemented an automated Python script for traversing Google image search results for 7K products based on descriptions in the OpenCart CMS database to provide product images for content.
- Ensured employee systems maintained compliance and provided remediation of workstation issues.

IT Service Center Analyst   **Nov 2012 - Sep 2013**
Flagstaff Medical Center – Contract (TEKsystems)   *Flagstaff, AZ*
Technologies Used – Active Directory, ServiceNow, Powerchart
- Engaged in the troubleshooting process for various proprietary medical applications across multiple departments in a clinical setting. Performed user provisioning for new employees and student interns and delegated trouble tickets to correct departments for further investigation.

Additional Work Experience

Hardware Technician   **Nov 2014 - Dec 2015**
University of North Carolina - Wilmington   *Wilmington, NC*

Help Desk Specialist   **Jan 2014 - Dec 2015**
University of North Carolina - Wilmington   *Wilmington, NC*

IT Assistant   **Nov 2007 - May 2010**
SUNY - University at Buffalo   *Buffalo, NY*

Education

B.S. Computer Science - Systems   **2014 - 2019**
University of North Carolina - Wilmington   *Wilmington, NC*
Relevant Coursework: Data Structures, Computer Organization, Formal Languages, Algorithm Design and Analysis, Object Oriented Programming, Operating Systems, Machine Learning, Programming Languages

Scholarships

David Bristol Scholarship in Computer Science
University of North Carolina - Wilmington
For maintaining a GPA of at least a 3.69 or above and showing commitment to the enrichment of people's lives.

Projects

Personal Portfolio   **2020**
Technologies Used – HTML5, CSS3, JS, LAMP, NodeJS, AJAX, jQuery, WordPress   *Asheville, NC*
https://chadmichaelh.com
  • Developed and self-hosting of my portfolio site and Git repository for displaying my work.

Freelance Portfolio   **2020**
Technologies Used – HTML5, CSS3, JS, Python, GitLab, Ubuntu Server   *Asheville, NC*
https://greyblock.com
  • Founded a technology research and development entity for learning and freelance work.

Interactive 3D ASCII - Python Art   **2015**
Research Assistant to Hua Li, PhD   *Wilmington, NC*
Technologies Used – Python, Blender 3D, nCurses Library
  • Implemented an interactive 3D application utilizing the Blender 3D engine.