

Kenneth Hyer

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WORK EXPERIENCE

Cisco Systems – Research Triangle Park, NC

MTS, Software Architect – Infrastructure Foundation Services

Jan 2019 - Present

Senior IT Engineer – Process, Security and Optimization

Jan 2014 – Jan 2019

IT Engineer – Unix Hosting Operations

Aug 2010 – Jan 2014

Intern – Storage Operations

May 2009 – Aug 2009

- Design of global infrastructure automation solutions for both on-prem and cloud compute and storage services used to run Cisco's \$50B business. A typical solution includes an API-driven web-based back-end, Javascript framework-based frontend, data storage layer (SQL and NoSQL), workflow engine, message queue and security considerations.
- Delivered automation projects include Sudo 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 infrastructure performance metrics anomaly detection.
- Technical leadership and career mentorship for team of approximately 24 developers, 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 solutions when team is "stuck" on a problem.
- Product ownership of 'Build and Lifecycle Management' automation development Agile Scrum team. Translation of business requirements into user stories. Management of backlog to ensure maximum value delivery each sprint.
- 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 requirements, documentation standards, user story layout, and team member roles and responsibilities.
- Leadership of organization's transformation from Operations to DevOps 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 (2019).
- Previously participated in on-call support duty rotation, available for 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

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

RELAVENT QUALIFICATIONS

Programming Languages and Software Proficiencies

Python, Django, PostgreSQL, Oracle, Angular, Apache, Redis, MongoDB, MySQL, JavaScript, jQuery, Linux (RHEL/CentOS), VMWare, Openstack, Cisco UCS, Bash, Perl, C/C#/C++ (dated)

Certifications

Cisco Certified Network Professional (CCNP)
 Cisco Certified Network Associate (CCNA)
 CCNA – Security
 CCNA – Data Center
 Passed CCIE Written Exam

Honors and Activities

Current House Construction Leader with Habitat for Humanity of Wake County (2012 – Present)
 Recipient of Rotary International Paul Harris Fellowship
 Recipient of Rensselaer Medal Award for excellence in the areas of Math and Science
 Former Vice-Chairman – Rensselaer Union Executive Board (2-year member, 2008-2010)
 Member of RPI Phalanx Senior Honor Society (for Leadership)

EDUCATION

Rensselaer Polytechnic Institute - Troy, NY 2006-2010
Dual Bachelor of Science: Electrical Engineering, Computer & Systems Engineering

Plainfield High School – Central Village, CT 2002-2006
Graduated Salutatorian of Class of 2006