

ROSS WICKMAN

professional summary

Certified Cloud Solutions Architect focused on leading the development of technology projects in alignment with business, operational and compliance requirements. 12+ years in IT operations, systems administration, and development.

certifications & training

- AWS Certified Solutions Architect – Associate
- ITIL Foundation v3
- CompTIA A+, Net+, Sec+
- Modular Program & Acquisition Management (FPM-IT-410) – Federal Acquisition Certification Academy
- Leadership Intensive – Dept. of Interior Leadership Program Level I
- Leadership Challenge Program (LCP II) – Dept. of Defense Leadership Program Level II
- Leadership Challenge Program (LCP I) – Dept. of Defense Leadership Program Level I

skills

TECHNICAL

- Database Management
- Front-end web development (Responsive / Mobile First)
- HTML5 / JS / jQuery
- CSS3 / LESS / SASS
- Squarespace / WordPress / e-Commerce / Shopify
- PowerShell / PS-DSC
- Git / SVN
- NET C# / MVC 5
- vbScript / Batch / Python
- Cloud: Azure / AWS
- VMware Virtualization
- Storage & Backup
- Systems/Network Administration
- Active Directory
- Group Policy

ADMINISTRATIVE

- Security & Compliance
- Reporting and documentation
- Infrastructure planning
- Program installations
- Servers expertise
- Hardware knowledge
- Agile methodology
- Business process improvement
- Requirements gathering
- Collaboration tools
- Service-oriented architecture
- Change management
- Configuration Management
- Troubleshooting
- Customer Support

work history

CLOUD ARCHITECT, I.T. SYSTEMS SPECIALIST

Dec 2016 - Current

U.S. GEOLOGICAL SURVEY – Dept. of Interior

Sioux Falls, SD

- Provide customer support and migration assistance to customers implementing new and existing workloads in the Amazon Web Services (AWS) Cloud Computing Platform.
- Manage AWS resources in development and production environments to ensure high availability and security best practices.
- Deploy Compute, Storage, and Networking while leveraging the AWS Security Suite of tools to manage/maintain dozens of AWS accounts and 100s of instances at scale.
- Use tools (Gitlab, Jenkins, Terraform, Ansible, and Chef) for source control and automated deployments of the desired production environment for which applications will be released, monitored, and updated.
- Operate in an agile DevOps environment developing Infrastructure as Code (IaC), applying enterprise security policy through Federated Active Directory, Group Policy, Desired State Configuration (DSC), and custom developed in-house solutions for auditing and management.
- Established operational objectives and work plans and delegated assignments to team members.
- Translate business goals, feature concepts and customer needs into prioritized product requirements and use cases.
- Identified and solved technical issues with a variety of diagnostic tools.
- Worked closely with team members to meet or exceed all customer service requirements.
- Defined and documented technical best practices.
- Described solutions to customers accurately and persuasively.

SYSTEMS ADMINISTRATOR, I.T. SYSTEMS SPECIALIST

Sep 2015 - Nov 2016

U.S. GEOLOGICAL SURVEY - EROS Data Center – Dept. of Interior

Sioux Falls, SD

- Manage Windows Servers and workstations through local group and user permissions and modifying local security policy.
- I automate processes and migrate outdated solutions to SQL Server Databases and SharePoint environments as well as create custom SharePoint solutions for financial reporting and project dashboards.
- Administer and create SharePoint pages and collaboration portals.
- Modify and implement network file share permissions and security.
- Provide solutions, recommendations, and metrics on customer utilization of services and products.
- Manage and configure SQL Server Databases.
- Develop and migrate Access Database products to web-based solutions for up-to-date functionality and operational compliance.

- Create and automate updated solutions for financial data reporting and accounting procedures.

SYSTEMS ADMINISTRATOR, I.T. SYSTEMS SPECIALIST

Apr 2008 - Sep 2015

SOUTH DAKOTA AIR NATIONAL GUARD

Sioux Falls, SD

- Maintain a >93% compliance rating for all software and OS security patches for over 800 workstations, laptops, and servers.
- I configure, manage, and backup organization's nearly 100% virtual Active Directory environment consisting of over 2000 AD objects as well as manage Group Policy security settings and monitor network usages and utilization.
- General first-line support for customer computer and network issues.
- Lead network administration and configuration technician.
- Create and implement network file share permissions and security.
- Implement new network storage solution for cloud-base SharePoint 2010 solution.
- Perform patch management using Microsoft System Center Configuration Manager (SCCM/SMS).
- Act as Communications Security Responsible Officer (COMSEC) & Information Assurance Officer.
- Apply computer and network security policies according to Air Force Instruction and Guidelines.
- Security vulnerability assessment and compliance reporting on Task Orders for both Unclassified and Classified networks.
- Configure, backup and modify Microsoft SQL Databases associated with multiple applications including SharePoint 2003 and 2010.
- Configure and Deploy DoD Standard Desktop Configuration image(s) to over 700 workstations and laptops.
- Complete disaster recovery backup and test restorations of all network stored electronic records and personnel working documentation.
- Develop and provide classes on computer, network, and general security best practices.
- Manage and configure network multimedia steaming solution.
- Complete and enforce Emissions Security requirements for dual classification environments.

Education

Bachelor of Science: Computer Science (May 2007)

UNIVERSITY OF SOUTH DAKOTA

Vermillion, South Dakota

Associates of Science: Information Systems Technology (October 2007)

COMMUNITY COLLEGE OF THE AIR FORCE

Montgomery, Alabama