**Tanner Smallwood**

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**EXPERIENCE**

**Systems Engineer |** October 2022 - Present

Zumiez | Lynwood, WA

* Spearheaded a large-scale migration of 400+ servers from on-premise infrastructure to AVS, coordinating across three companies and various teams. Managed all stages, from planning to implementation, resulting in streamlined infrastructure management and enhanced scalability
* Managed Linux-based applications and services, including PHP and email servers, to support a high-traffic website with over 3M monthly visitors
* Orchestrated the development of pipelines using GitLab CI/CD, Terraform, and Chef to accelerate website deployments and promote agile release cycles
* Dynamically scaled the web environment using IaC tools, such as Chef and Terraform, during peak seasons while leveraging New Relic to optimize resource usage and ensure optimal performance
* Championed an initiative to consolidate all servers onto one hypervisor platform, VMWare, which reduced our infrastructure portfolio, reduced costs, simplified management overhead, and reduced the attack surface
* Led the upgrade of Windows server infrastructure from multiple outdated versions (2008-2012) to Server Core 2022, significantly enhancing security and increasing uptime by over 15%
* Increased data middleware platform uptime from 90% to 99% by resolving ongoing issues that caused the system to be unavailable, ensuring reliable and efficient data processing and transfer
* Developed bash scripts for routine system administration tasks, such as backup and recovery, database recovery, and system monitoring, which improved efficiency throughout various teams in the organization

**IT Engineer** |April 2019 – March 2022

The Heising-Simons Foundation | Los Altos, CA

* Executed a transition from on-premise server infrastructure to cloud-only (Azure and other SaaS platforms), decreasing the overall cost and effort of maintenance while also increasing systems scalability and reliability
* Authored bash scripts to initiate and monitor services for Linux-based door security systems, significantly improving system uptime which allowed other teams to increase their productivity
* Built the infrastructure for the deployment of Windows Autopilot and combined that with custom Powershell scripts to automate and ensure a consistent user and computer onboarding experience
* Spearheaded collaboration with senior leadership to establish a secondary foundation, increasing the combined dollars awarded by $15,000,000. The project involved creating completely separate security, email, and file storage systems
* Boosted overall security posture by instituting over 250 security changes and policies. Initiatives included implementing MFA, conditional access and data governance policies, and a new EDR system
* Implemented an anti-phishing system (PhishER) and conducted quarterly phishing campaigns which brought the foundation's phish-prone percentage down by 40%
* Planned, built out, and implemented new cloud systems including; Crowdstrike, Lastpass, CloudAlly, Asana, Teamviewer, Robin, and Printix which streamlined workflows across the organization
* Overhauled IT documentation, creating over 50 'How-To' guides for staff and 45 system configuration documents for IT, empowering individuals to be more self-sufficient

**System Administrator** |August 2015 – March 2019

Team San Jose | San Jose, CA

* Developed the skills and expertise of a diverse team by providing training and mentorship to 4 IT interns, 4 help desk technicians, and 2 junior system administrators
* Automated the user and computer onboarding experience using various tools and Powershell scripts cutting down the process timeline from a matter of weeks to less than a day
* Developed custom PowerShell scripts and leveraged tools such as Intune to automate deployment and updates of drivers, firmware, operating systems, and business applications. Thus saving over 40 hours a month and significantly reducing the attack surface of the environment
* Led a seamless VoIP phone system upgrade for 200+ users, achieving a zero-downtime implementation ensuring uninterrupted communication across the organization

**PROFESSIONAL DEVELOPMENT**

**AWS Solutions Architect - Associate** |Amazon, September 2022

[credly.com/badges/aws-solutions-architect](https://www.credly.com/badges/608a9adf-04d6-4dbf-a4dc-c3f90038341a/public_url)

**AWS Cloud Practioner** |Amazon, September 2022

[credly.com/badges/aws-cloud-practitioner](https://www.credly.com/badges/d711184e-7c53-40ef-a097-7a5077c48d86/public_url)

**Certified DevOps Practioner** |TechWorld with Nana, August 2022[techworld-with-nana.com/devops-bootcamp](https://drive.google.com/file/d/1FyRqHOCPQK1_Pn7FuMEk6S77sGU1W-pZ/view?usp=sharing)

**SKILLS**

| **Configuration Management & IaC**Ansible, Chef, Terraform**CI/CD**Jenkins, Gitlab CI/CD**Programming/Scripting Languages**Bash, Powershell, Python**Version Control**Git | **Virtualization**VMware, XenServer**Cloud Platforms**AWS, Azure**Containerization & Orchestration** Docker, Kubernetes**Operating Systems**Linux, MacOS, Windows/Windows Server | **Databases**SQL, DynamoDB**Identity Management**Okta, AD/AAD**Monitoring and Logging**Zenoss, Splunk, NewRelic**Disaster Recovery** Rubrik, CloudAlly |
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**Interests**

Oil Painting, Calisthenics, Hiking/Backpacking, Basketball, Whiskey, FIRE