

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- Led the upgrade of Windows server infrastructure from multiple outdated versions (2008-2012) to Server Core 2022, significantly enhancing security and increasing uptime by over 15%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/aws-solutions-architect)

AWS Cloud Practioner | Amazon, September 2022

[credly.com/badges/aws-cloud-practitioner](https://www.credly.com/badges/aws-cloud-practitioner)

Certified DevOps Practioner | TechWorld with
Nana, August 2022

techworld-with-nana.com/devops-bootcamp

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

Interests

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