Ryan Zink

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Summary

Skilled DevOps and automation practitioner with a wide variety of development, system integration and optimization skills. Seven years experience consulting in the retail, utilities and public sectors. Extensive knowledge of the Microsoft enterprise stack (administration, development and automation). A specialty in designing and implementing system integrations and rapidly deploying solutions into and maintaining large distributed systems, with an emphasis on high availability and fault tolerance. Additional experience supporting and resolving critical severity production environment incidents.

Never satisfied with manual, repeatable processes not being automated.

Traits

- Appetite for new technologies
- Loves big data and solution analysis
- Driven and dependable
- Proven self-starter and quick learner
- Strong writing chops
- People management skills
- ♡ Hiking and travel
- ♡ Amateur radio (KI7QEK)
- ♡ Photography
- ♡ Motorcycles
- ☞ World yo-yo champion (1999)

Skills

- On-premise systems migration to AWS ("lift and shift" and rearchitecting)
- Terraform infrastructure automation
- Systems monitoring (Splunk, New Relic, PagerDuty, Datadog, SCOM management packs, Microsoft OMS) including data collection, analytics, alerting and dashboarding
- Extensive PowerShell scripting experience, including installation packaging through SCCM and distributed multithreaded execution on thousands of remote systems
- IIS site management and tuning for load balanced high-availability .NET and .NET core applications
- Windows Server ecosystem (AD administration, group policy authoring, failover clustering)
- Hyper-V management, guest provisioning and maintenance
- Load balancer configuration (Cisco ACE, F5, Barracuda ADC)
- RabbitMQ deployment, configuration and monitoring
- Production support (L3 and deployment) of infrastructure and application issues in a PCI/SOX environment
- .NET development (ASP.NET (IIS), WinForms/WPF desktop applications, Win32 services)
- Package management with Artifactory and Nexus
- Retalix R10 and Aptos POS system deployment, customization, integration and maintenance
- Requirements gathering, technical writing and documentation (including LaTeX)
- Java development (desktop applications, JSP with Struts framework)
- Version control (Git, TFS, Bazaar, SVN)
- Content management system development (SharePoint, DotNetNuke, Enviance, Grav)
- Database design and management (SQL Server, SSRS, Oracle, PL/SQL, SQLite)

Work Experience

Senior Platform Engineer (April 2018-Present) — Cox Automotive / Phoenix, AZ

Site Reliability Engineer helping some of Cox Automotive's business units to perform datacenter consolidations and manage a mix of on-prem, AWS and Azure resources. In charge of helping build deployment pipelines for both applications and infrastructure for .NET and .NET Core web applications and supporting legacy application environments. Tasked with migration of team code from TFS repositories to a Git/Jenkins pipeline and Terraform infrastructure automation for platform-agnostic environments. Constantly developing more robust monitoring and alerting systems through the use of New Relic, Splunk, and PagerDuty.

Technology Architecture Delivery Associate Manager (August 2013-April 2018) — Accenture / Phoenix, AZ

Member of Accenture's technology architecture practice, specializing in Fortune 500 retail industry point of sale implementation design, deployment and ongoing management. Selected client work:

Discount department chain (7 months):

Member of the architecture team during project design and build phases of a replacement of the client's legacy point of sale system. Led the effort to conduct impacted technical team interviews and vendor consultations and authored the resulting list of technical requirements that are determining project scope as part of the solution architecture. Worked with client's enterprise architect and multiple solution architects to manage and complete project deliverables and keep the team aligned with milestone timelines.

Worked with POS system vendor to integrate package releases into existing systems and to develop new device images for in-store servers, registers, and back office devices.

Organic grocery chain (3 years):

Execution architect during project testing, deployment and ongoing maintenance for a replacement of the client's legacy point of sale system in 450 stores. Extensive experience with Retalix R10 point of sale system, an IIS hosted web application with WCF services and WPF client applications. Worked directly with vendor development teams and client architects to design and implement scalable approaches to rollout and distributed system operations.

Managed 7000+ web application servers, transport clusters, servers and endpoints located in two data centers and 450 stores across the country. Worked with client technical teams to configure load balancers, PKI infrastructure, and monitoring agents. Client SME for integrating and customizing 450+ open-source RabbitMQ messaging instances into the Microsoft ecosystem, including contributions to the RabbitMQ source code.

Assisted in vendor release cycle management and execution of lab and code migration strategy, with creation and maintenance of 10+ dev, test, integration, and performance environments. Created SCCM install and update packages for vendor releases, associated prerequisites and middleware. Developed Windows images for cash registers and servers, including vendor software and third-party utilities, customizations, and device lockdown configurations.

Lead developer of multiple monitoring solutions for the system, including a custom SCOM management pack, Microsoft OMS package, and ultimately a Splunk cloud implementation for better visibility into retail operations across the country. These monitoring systems helped assess availability and performance in an environment where uptime is critical to incoming revenue. Assisted in disaster recovery situations in both non-prod and production environments. As the client automation SME, developed hundreds of remote management PowerShell scripts and 7 C# WPF applications to assist L1/L2/L3 users in production support, deployment processes, and vendor defect management.

Discount home goods retailer (9 months):

Member of the architecture team during the testing phase of a replacement of the client's legacy point of sale system in 1800 stores. Performed environment management, MSI application packaging

and deployment activities for the Retalix R10 point of sale system during product development and testing. Assisted in developing automated test cases for hardware integrations with OPOS register peripherals. Worked with client and Accenture performance engineering teams to execute LoadRunner tests on the system.

Management Consultant 2 (October 2010-August 2013) — ARCADIS US / Phoenix, AZ
Member of Red Oak Consulting, the management consulting practice within ARCADIS, a multinational environmental consulting firm. Specialized in custom desktop and web application development for both public and private sector clients in the environmental and utilities sectors. Created a .NET Windows service used by municipal water and wastewater utilities to collect performance and water quality data from PLCs, an ASP.NET application to use those values and calculate regulatory compliance metrics, and an SSRS report to use those values to satisfy regulatory reporting requirements. Additionally, performed database design and end-to-end application development and lifecycle support activities on multiple custom development projects, including a number of JSP/Java applications. Worked on a variety of projects and technologies, everything from developing Excel COM add-ins to developing custom PL/SQL stored procedures to make web applications database agnostic.

Android Developer (May 2009-May 2010) — Arrowology / Los Angeles, CA
Member of a small team that developed and released a paid Android app in the early days of the Android Market (now Google Play). Responsible for development of the Android app that interfaced with a corresponding Python Windows client to relay webcam traffic from customers' computers to the app on their mobile devices.

Education

M.B.A. in IT Management, 2018 — Western Governors University, Salt Lake City, UT
    Capstone Certificate of Excellence, Capstone Team Simulation Performance Award
B.S. in Computer Engineering and Computer Science, 2010 — University of Southern California, Los Angeles, CA

Publications

Wong, D., Zink, R. & Koenig, S. (2010). Teaching artificial intelligence and robotics via games. In *Proceedings of the EAAI Symposium on Educational Advances in Artificial Intelligence*. Atlanta, GA, July 13-14, 2010. Cambridge, MA: AAIS Press, 1917-1918.

Wong, D., Earl, D., Zyda, F., Zink, R., Koenig, S., Pan, A., Shlosberg, S., Singh, J. & Sturtevant, N. (2010). Implementing Games on Pinball Machines. In *Proceedings of the International Conference on the Foundations of Digital Games (FDG)*. New York, NY: ACM Publications, 240-247.