

# Ryan Zink

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## Career Summary

Skilled DevOps and automation practitioner with a wide variety of development, system integration and optimization skills. Ten years experience in the retail, utilities, logistics and public sectors. Experience developing complex AWS and other cloud provider infrastructure as code with Terraform. Additional experience supporting and resolving critical severity production environment incidents. Extensive knowledge of the Microsoft enterprise stack (administration, development and automation).

Currently managing and setting priorities for a team responsible for building AWS deployment infrastructure as well as 4 teams developing on BI/analytics platforms.

Perpetually on a mission to automate and streamline manual, repeatable processes and seek out new challenges.

## Professional Traits

- Appetite for new technologies
- Lover of debugging and troubleshooting
- Incident/outage response specialist
- Dependable and results-driven
- Proven self-starter and quick learner
- Strong writing chops
- People management skills

## Proof I'm Not A Robot

- 🌍 Hiking and travel
- 📻 Amateur radio (KI7QEK)
- 📷 Photography
- 🏍️ Motorcycles
- 🏆 World yo-yo champion (1999)

## Technical Skills

- On-premise systems migration to AWS ("lift and shift" and rearchitecting)
- Terraform infrastructure automation (AWS and several other SaaS platforms)
- Build and deployment system development and management (AWS CodeBuild/CodePipeline/CodeDeploy, TFS)
- Systems monitoring (Splunk, New Relic, PagerDuty, Datadog, SCOM management packs) including data collection, analytics, alerting and dashboards
- Extensive PowerShell scripting experience, including installation packaging through SCCM, PXE boot, 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)
- Requirements gathering, technical writing and documentation (including Markdown and LaTeX)
- Version control (Git, TFS, SVN)

## Work Experience

### Manager of Software Engineering (October 2020-Present) — Cox Automotive / Phoenix, AZ

Manager of the Manheim Logistics technology operations teams (SREs, data management, and BI/analytics). Responsible for driving team priorities and improving processes to ensure high uptime for the Manheim Logistics on-prem, Azure and AWS infrastructure.

Engineering manager and product owner for the Manheim Logistics SRE team, which maintains Windows on-prem and Azure application infrastructure while developing AWS deployment and hosting infrastructure for cloud-native applications. The SRE team also develops a set of production readiness standards and develops

application monitoring, alerting, and guardrails to ensure high quality application development practices as the organization has grown from 4 to 18 engineering teams.

In this role, I also serve as the security liaison between Cox Automotive corporate and the Manheim Logistics organization, coordinating vulnerability management and remediation across all 50+ Logistics applications. I also serve as a technical SME regularly called in to help across many teams' production incidents for troubleshooting acumen and platform knowledge. The role also involves performing cost optimization by aggressively right-sizing, consolidating and/or decommissioning overprovisioned and underutilized resources.

In addition, I serve as a people manager for 4 hybrid onshore/offshore data analytics and reporting teams responsible for developing reports and dashboards using both legacy SSIS/Salesforce/Tableau platforms. In that role I am helping drive the organization away from on-prem BI tools to SaaS/hosted solutions such as Sisense and Snowflake.

### **Senior Platform Engineer (April 2018-October 2020) — Cox Automotive / Phoenix, AZ**

Site Reliability Engineer working with some of Cox Automotive's business units to build modern cloud-based infrastructure and pipelines, perform datacenter consolidations and improve uptime of a mix of on-prem, AWS and Azure resources.

Member of a team building deployment pipelines and infrastructure for PHP, .NET and .NET Core web applications and supporting legacy application environments. Technical lead for a cross-country datacenter consolidation project to migrate all environments with minimal downtime. Led an effort to convert 30+ applications and services from an on-prem TFS and Jenkins environment to a new serverless pipeline leveraging AWS Code-Build, CodeDeploy, CodePipeline, Step Functions and Lambda. Assisting development teams by building more robust monitoring and alerting systems for both infrastructure and application health 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 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. Worked directly with vendor development teams and client architects to design and implement scalable approaches to rollout and distributed system operations. Infrastructure manager for 7000 endpoints across the United States. Created install packages and OS images for cash registers incorporating PCI security requirements. Lead developer of infrastructure monitoring and log analytics solution as well as production support utilities.

#### *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 Retailix 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 performance 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 satisfy complex 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/Struts applications. Worked on a variety of projects and technologies for clients, from developing Excel COM add-ins to developing custom PL/SQL stored procedures to make web applications database agnostic.

## **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  
Minor in History