Kenio Shirley

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SUMMARY

An EXPERIENCED, GROWTH FOCUSED APPLICATION ENGINEER MANAGER with a strong background in cloud-based technologies and automation. Skilled in managing teams and implementing DevOps processes, resulting in improved efficiency and performance. Proficient in Microsoft Azure (Iaas + PaaS) and Intune MDM. Strong communicator with a proven track record of successfully collaborating with cross-functional teams. Driven to stay current with industry trends and advancements to ensure success for the organization.

EXPERIENCE

Application Engineering Manager | TherapyNotes, LLC
April 2022 - January 2023, Horsham, PA

• Managed a the organization's core IT engineer team which comprised of three (3x) interdepartmental bodies: DevOps team, DBA Team, and Intermediate System Engineers. A total of 15 administrators and engineers.
• Headed annual and monthly budget to ensure our financial obligations, and working within our projected spend. Saved the organization $5k MoM.
• Coordinated and hosted monthly Azure expense management and monitoring meeting with Director of IT and CFO. Achieved a 30% reduction in manual tasks and workload; and saved the organization up to $45K in 2022.
• Developed and executed a process to routinely clean up Azure straggler assets in order to wrangle our cloud cost. Average savings ~$1,500 MoM.
• Identified and development traceable KPIs which would then be used as the dept. rubric system to measure our individual and team performance. This would later be used as part of our bi-annual performance appraisal instrument among peer-review feedback.
• Arranged bi-weekly team sprints using ITSM tools – JIRA. Monitored sprint progress day-over-day using PowerBI. Also, orchestrated weekly sprint planning and status update meetings with the AE team.
• Organized sprint retrospective to ensure we capture, and acknowledge what we accomplished, what needs improving, and discuss any new ideas.
• Scheduled and maintained a weekly one-on-one touch-base with each team member to ensure their professional desires and the organization goals, among other things none job related remained aligned.
• Frequently met with other department managers to discuss bottlenecks, strategize, and implement solution (technology or process) to ensure the organization runs like a well oiled machine.
• Collaborated closely with the Cybersecurity team to ensure that our infrastructure security posture kept up-to-standards. Reducing our patch vulnerability by 47,500 CVEs.
• Developed and oversaw daily, weekly, monthly, quarterly, bi-annually, and annually recurring tasks in our ITSM system to ensure that both the service desk and app engineering dept team members routinely check on the organization's mission critical systems, e.g. backups (VMs, network appliance running config, etc.), security tools (antivirus, anti-malware console), etc.

Change Manager | TherapyNotes, LLC
May 2019 - January 2023, Horsham, PA

• Developed change management procedures, both operational and governance.
• Operational CM Policy: This document outline the who, what, when, and why we perform change meetings. Including the parties that to be involved, the types of changes, the appropriate medium to be used per type, and how-to prepare a change ticket request for review by the Change Advisory Board (CAB).
• Governance CM Policy: This document outlines how the organization manages change management processes and written in such a way geared towards auditor consumption.
• Configured our ITSM tool with a change process issue type. This type had gates: I. Only selected folks could created change ticket(s), II. Only selected folks could approve change request(s), etc.
• Scheduled and hosted change meetings twice per week, this way a steady have a proper tempo to implement and monitor changes.
• Ensured that the appropriate parties are present for the CAB before commencing change meetings by scheduling changes with the required parties at least five days in advance, and if they had scheduling conflicts, provided a summary of the changes approved with ticket number, implementation date and time, in the CAB Slack channel for all to consume.
• Improved CAB approval process by 30%, successfully implemented all changes to our production, development and stage environments timely with no major incidents or unanticipated downtime or outages.

Lead Systems Engineer | **TherapyNotes, LLC**

October 2018 -January 2023, Horsham, PA

• As lead systems engineer, planned and assisted with database migration from Oracle to PostgreSQL, resulting in a cost savings of $20,000 per year.

• Spearheaded all monitoring and alerting tool implementation. Reduced downtime and improved Mean Time To Resolution (MTTR) by 50%. Researched and presented findings using SWOT/GAP Analysis where appropriate to for upper management buy-in.

• Developed ITIL standards for monitoring and alerting by creating a standardized set of alerts, reducing alert noise by 75 percent, and improving alert response time by 50 percent.

• Setup a multi-region tenant running internal and client facing workloads.

• As a Lead Systems Engineer, designed, built, and implemented Microsoft Azure's best practices for Business Continuity and Disaster Recovery using: Availability Zones (AZ) for intra-region resiliency, and Azure Site Recovery (ASR) services for cross-region resiliency of production and live line of business workloads.

• Implemented two-way isolation with Azure's Network Security Groups (Layer-3 firewall) to separate production and non-production workloads and achieved compliance with HiTRUST and PCI DSS by following the best practices.

• Developed, documented, and performed a biannual parallel disaster recovery exercise to simulate the failover of a production data center. Reduced the failover time by 20% using the findings to enhance our processes.

• Created Azure Automation accounts in each region to perform routine tasks as needed – e.g. Gracefully cycle our Azure Virtual Desktop machines in preparation for the business day, add Azure Locks on mission critical resources to prevent malicious delete of assets, clear .NET Framework temp folder across product web farm, to name a few.

• Develop Azure Logic Apps to perform routine functions with Slack command integrations for ease of administration.

• Developed the process to encrypt all our VM architectures (Windows + Unix alike) managed disks using Azure Key Vault secrets (Azure Disk Encryption/Disk Encryption Sets) to ensure at rest data encryption.

• Updated solution design to leverage Azure PaaS services and technologies and trained teams on their usage in order to: Introduce new features that were in scope for the next release, and significantly reduce the hardware footprint and operating costs of the application.

• Devised a plan with other AE members to revamp our release/deployment strategy and adopt Octopus Deploy. Using Octopus, achieved a series of independent deployment life cycles and achieve true A/B deployments, among scheduled automated releases.

PROJECTS

HiTrust Audit and PCI DSS 4.0 Certification | **TherapyNotes, LLC**

May 2022 -January 2023

• Attained HiTrust i1 Certification through the successful management of a collaborative effort to complete the HiTrust assessment and achieve full certification in one quarter, reducing costs by $40K and improving time to market by 3 months for new app features.

• Completed PCI DSS v4.0 governance assessment 14 months ahead of v3.0 EOL.

• Achieved compliance with all measures within the PCI DSS 4.0 specification with minute audit or security findings, reducing security risks by 20%.

Desktop Virtualization - Desktop as a Service (DaaS) | **TherapyNotes, LLC**

April 2020 - August 2020

• Designed, tested and spearheaded the rolled out Azure Virtual Desktop (formerly, Windows Virtual Desktop, WVD), which enabled the organization grow 4X during the peak of the novel CoronaVirus.

• Implementing WVD, increased server performance by 25%, shortening new hire ramp-up time by 30%, and reducing workstation costs by 15%.

• WVD enabled us to employ the best talent, irrespective of where they were located and setup them up for success.

Azure Cloud Migration and Adoption | **TherapyNotes, LLC**

January 2020 - May 2020

• Modeled, coauthored, and spearheaded the implementation of organization's multi-region IaaS fabric in Microsoft's Azure.

• Streamlined the development process, achieving a 30% reduction in server provisioning time and net savings of $30,000 dollars per month in operational costs.

• Developed and maintained a secure, scalable, and highly available cloud infrastructure across multiple regions to enable business continuity.

EDUCATION

Master of Science, IT - Information Technology Management | **Western Governors University (WGU)**

3.59, Salt Lake City, Utah, 2024

Bachelor of Science, IT - Network Design and Management Emphasis | **Western Governors University (WGU)**

3.86, Salt Lake City, Utah, 2013

Associate of Science, IT - Management Information Systems (MIS) | **Montego Bay Community College (MBCC)**

3.95, Montego Bay, Jamaica, 2005

CERTIFICATIONS

Microsoft Certified IT Professional (MCITP) | **Western Governors University (WGU)**
2012

Comptia Security+ | **Western Governors University (WGU)**
2012

Comptia Project+ | **Western Governors University (WGU)**
2011

Comptia Server+ | **Western Governors University (WGU)**
2011

Comptia A+ | **Western Governors University (WGU)**
2010

Comptia Network+ | **Western Governors University (WGU)**
2010

INVOLVEMENT

President | **Montego Bay Community College (MBCC)** | **IT Club**
September 2002 - July 2003
• Developing and implementing the club's mission and goals.
• Recruited and lead a team of IT students to plan and execute club activities.
• Managed the club's budget and resources.
• Hosted workshops and guest speaker events to provide professional development opportunities for club members.
• Advocated for the IT program and club at the community college.
• Increased club membership by 27%, reaching the highest-ever mark in college history, and provided guidance to over 200 members.

SKILLS

//TECHNICAL SKILLS

Application and Scripting Languages:
C++, JavaScript, PowerShell, and Python

Windows:
Client OS – Windows 10, 11
Server OS – Windows Server 2016, 2019, and 2022, Unix/Linux (Ubuntu, CentOS, RedHat/RHEL) Servers on Azure
Server Role Services – ADDS, Hyper- V, DNS, DHCP, WSUS, WDS, RMS, RDS, FTP, Microsoft Clustering, Load Balancing technologies, Azure Extended Network

VMware:
VMware ESX 4.1 GA, ESXi 6.7, 7.0, and 8.0, VMware Update Manager, vSphere Client & Web Client, VMware Converter

Storage Technologies:
Architecture: NAS, and SAN Storage, File Access Protocols: Fiber Channel and iSCSI, Azure Storage Accounts (Tables, Queues, Blobs, and Containers)

Switches:
Ubiquiti Unifi 24 & 48-Port PoE, and Extreme Summit X460 48-Port Gigabit

Firewalls and Routers:
WatchGaurd Firebox M290 & M390, FortiNet Fortigate 100E & 200E, Checkpoint Firewalls (NGFW), Azure Firewalls and Network Security Groups (IaaS)

Load Balancers:
Kemp LoadMaster Series, Azure Load Balancer, and App Gateway

Servers:

HP ProLiant DL380 Gen9, and later, HP ProLiant DL385 Gen9, and later, HP Blade Server BL870c i2+
Dell PowerEdge R750, R805, R905, and XR4520c

Backup Software:
CommVault Data Backup & Recovery, Microsoft Data Protection Manager 2019, and vRanger Pro

Application:
Office365 Business Premium Suite, Exchange administration, Slack, Teams, Zoom, Microsoft Visio, Atlassian JIRA and Confluence vFoglight, SCOM, HP SIM

Mobile Device Management - MDM
Microsoft Intune (Endpoint Manager)

Automation:
Octopus Deploy, Ansible, and Azure Automation

Identity Management:
Multi-Factor Authentication (MFA/2FA), Azure AD, Azure ADDS, and JumpCloud

Azure IaaS Services:
Compute - Virtual Machines, Virtual Machine Scale Sets, Azure Spot Virtual Machines, and Azure Container Instances
Storage – Azure Disk Storage, Azure Blob Storage, and Azure Files
Networking – Azure Virtual Network, Azure Load Balancer, Azure Firewall & Manager, Azure Bastion, Azure VPN Gateway, Azure Application Gateway, and Azure DNS
Security – Key Vault, Azure DDoS Protection, and Azure Information Protection Management and Governance – Azure Advisor, Automation, Azure Resource Manager, and Azure Monitor

Azure PaaS Services:
Azure Logic Apps, Azure Functions, Azure Event Grid, Azure Event Hub, Azure Service Bus, and Azure Redis Cache

Others Azure Services:
Azure Virtual Desktop (AVD) and Azure Hybrid AD Connection

SDLC Tools:
GitHub, BitBucket, Jenkins, TeamCity, and Octopus Deploy

Monitoring & Alerting:
Elastic Cloud – Application Log, Real User Monitoring (RUM)
DataDog – Infrastructure, container, cloud and security monitoring
LeanSentry – Application debug, and crash analysis
Rapid7 – Security Information and Event Management (SIEM)
Site24x7 – Web, server, and application monitoring

//PROFESSIONAL SKILLS

IT Professional with over 14+ years of experience in the area of managing large-scale Microsoft Windows and Unix environments. Managed deployment, maintenance, support and upgrade of servers, hardware, software, operating systems and distributed printers in a client-server setting.

6+ years supporting cloud-only and hybrid infrastructures.

8+ years of experience with system topology design which includes but not limited to: Network and Application Infrastructure. Active Directory Domain Services, perimeter security (3-tier: network, hardware and software).