

# Rick Conlee

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## EXPERIENCE

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### ActionSpec, LLC

Jun 2014 – Present

Owner, Principal Engineer

Troy, NY

- Planned, tested and rolled out 100+ mission critical LAN/WAN infrastructures for small business and enterprise clients using Zabbix, Secure Shell, Rudder, Docker, Terraform and ELK Stack for monitoring and analytics
- Administered 10+ sub-contractors, developers and other key personnel for vast array of projects spanning multiple time zones and 3 continents
- Implemented white-glove IT MSP services for small businesses, state agencies and other IT companies 24/7
- Launched pro-bono cyber security training for 5 local 501.3c not for profit organizations
- Documented 1000+ client and vendor interactions using professional services automation suite for future analysis, reporting and invoicing
- Unified, documented and improved hosting solutions for clients utilizing Wordpress and Magento Commerce on the following platforms and services:
  - AWS
  - OpenStack
  - cPanel/WHM
  - Rackspace
  - OVH

### Meticulosity

May 2018 – Mar 2020

Chief Information Officer, DevOps Lead

Georgetown, Grand Cayman

- Directed organizational adoption of DevOps practices away from prior dependence on legacy development, deployment and management practices
- Shortened agency clients' resource deployment turnaround from average of 3 days to 1 hour or less using in-house automation tooling based on Linux, Docker and Wordpress best practices
- Coached technical team and reduced unintentional downtime by 85% analyzing previous failures in service and code delivery
- Improved back office and client-facing IT security practices and eliminated security intrusions on all newly launched code within 3 months of implementation
- Built infrastructure-as-code using Terraform, Chef and/or Ansible on Amazon Web Services saving 40 hours each month
- Completed 5 custom Docker image configurations used for customer code employed across provider infrastructures

### Inscription.io

Jan 2019 – Dec 2019

Chief Information Officer, Co-Founder and Lead Developer

Kelowna, BC

- Architected next generation PaaS platform based on RedHat Upstream Kubernetes Distribution (OKD) accelerating path to market by 50%
- Introduced custom signed Docker images for Apache, Nginx and PHP-FPM for use with the platform and saving 100GB per month in bandwidth utilization
- Guided customers through the newly developed onboarding process and coordinated interactions with in-house development team during migrations increasing per-hour profitability by 25%
- Guided CEO through product direction and strategy by providing comprehensive documentation and one-on-one instruction of key technical concepts that make up DevOps for 20+ investor pitch sessions

- Curated content and purpose written helpful how-to articles for company Facebook, LinkedIn and HubSpot pages to drive brand awareness while also providing such content for existing clients 3-5 times/week

## Albany IT

Aug 2008 – May 2014

Sr. Linux Support Engineer

Albany, NY

- Led 50 website re-platform project from commodity web hosting provider to native cloud infrastructure
- Conceived scripted infrastructure process for provisioning Linux servers running NGINX and PHP-FPM reducing provisioning time from 3 hours to 30 minutes
- Migrated 300+ servers from Windows Server to Linux using SSH, Shell Scripting and Webmin
- Led technical implementation of \$1.5M PCI/DSS compliant payment gateway project and subsequent compliance audit
- Managed, secured and operated front line support for VMWare virtualization environment for partner organization

## WiFiFee, LLC

Apr 2007 – May 2008

Technical Support Engineer

Menands, NY

- Operated large WLAN deployments for hospitality, residential and public safety applications
- Created scripted deployment procedure for Ubiquiti and ValuePoint WAP installations
- Resolved after hours support emergencies for end users of wireless hotspot services
- Collected networking metrics data for distributed WAN using SNMP and Intermapper at metro scale
- Managed OSI Layer 2-7 networking components using VPN and Terminal Services

## Albany County Airport Authority

Jun 1999 – Apr 2007

Civil Service 55-A - Telecommunications Assistant

Albany, NY

- Upgraded, deployed and managed Windows Server for airport and parking management systems
- Coordinated with Systems Administrator on maintenance, deployment and daily operations of airport-wide Enterasys TCP/IP network
- Introduced custom linux based solutions for specific airport specific applications
- Proposed centralized service desk solution at the direction of the Systems Administrator to streamline end user support

## EDUCATION

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### Siena College

Aug 2003 - Apr 2004

Information Systems Certificate

Loudonville, NY

## OTHER

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- **Technical Skills:** Linux, DevOps, Chef, CFEngine, Ansible, Terraform, IaC, cPanel/WHM, Plesk, Webmin, AWS, Network Security, Cloud Security, CloudFlare, CDN, Shell Scripting, Python Scripting, Jenkins, GitHub, GitLab, Compliance, Documentation, Project Management, PMBOK, Agile, Metrics, Reporting, Analytics, Deployment, Migration, Wordpress, Magento, Drupal, OpenShift, OKD, Kubernetes, Docker, LXC/LXD, Virtualbox, VMWare, KVM, Xen, Content Writing, PCI/DSS, GDPR, PHP-FPM, Apache, Nginx, LyteSpeed, Zabbix, Nagios, SSH, Rudder, OpenStack
- **Certifications & Training:** A+, MCP, Expert Rating Linux
- **Languages:** English (native)