

# Riley Easland

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**Operating Systems:** Windows Server 20xx/11/10/8/7/Vista/XP, Android, iOS, MacOS, CentOS, Ubuntu, RHEL

**Software:** Microsoft Office, Active Directory, SCCM, Splunk, MobileIron, Jenkins, Azure, AWS, Chef Infra, Chef Manage, Terraform, Ruby, Groovy, ServiceNow, Hybris, SQL, Solr, Prometheus, Loki, Cortex, Helm Charts, GoLang

## Professional Experience

**Exact Sciences**, Madison, Wisconsin,

November 2021 - Present

*Sr. Cloud Platform Engineer*

- Provisioned Infrastructure utilizing AWS as the main cloud service, while supporting Azure Infrastructure for vendor platforms
- Create and Utilize Terraform to provision infrastructure across multiple cloud platforms for Infrastructure as Code
- Utilize Cloud Development Kits to provision infrastructure with deeper integrations with workloads
- Created an API and Database Driven Platform for vended infrastructure to allow for better cost optimization, infrastructure approval workflows, and a safe disaster recovery design
- Work directly with Developers and Stakeholders to ensure quick turnaround for projects
- Spearheaded Cost Optimization projects to right-size relevant infrastructure while maintaining minimum downtime or interruption to customers

**Trek Bikes**, Waterloo, Wisconsin,

September 2019 - November 2021

*DevOps Engineer II*

- Utilized Azure as the main cloud service for hosting Infrastructure, Data Backups, App Services, Docker Container Registries, Azure DevOps, Azure Active Directory
- Create Terraform Modules along with template files to spin up permanent and ephemeral infrastructure including Storage Accounts, Load Balancers, Virtual Machines, Application Gateways, WAF, Function Apps, and created Terraform provisioners for bootstrapping spun up Infrastructure to Chef Infra Server
- Build and Utilize Cookbooks with Chef Infra for Configuration Management for provisioning machines, managing installed versions of packages, managing kernel versions, managing application configuration and deploying services to servers
- Utilized Jenkins for instrumenting deployments of new code for applications to servers, creating a CI pipeline orchestrated with Sonarqube for linting and to run JS Tests, Integration Tests, Unit Tests, and for checking code quality and security.
- Created and maintained domain controllers for a DMZ environments
- Develop a Service Portal, Request Catalog, Workflow, and a framework that can communicate with Jenkins within ServiceNow for Automating tasks (w/o the Automation module), assisted with the creation of discoverer of new Configuration Items within ServiceNow for tracking Machine/Server inventory
- Created, Provisioned, and Configured Monitoring, Logging, and Alerting Infrastructure with Prometheus as the Metric Ingestion, Loki as Log Ingestion, Prometheus Alertmanager for Orchestrating Alerts with Microsoft Teams and VictorOps, Grafana as Data Visualization, and Cortex for Metric Data Warehousing for Long Term Read/Write Storage
- Created and Managed Multiple Dashboards for Visualizing Data at Scale for Multiple Departments on Grafana and ServiceNow using Prometheus, Splunk, Loki, ServiceNow data sources
- Supported SAP Hybris (SAP Commerce) as the main Application supported by Team
- Integrated Applications with Azure for Azure AD signin managed by Groups, either via SAML or Azure API

**American Family Insurance**, Madison, Wisconsin,

October 2018 – September 2019

*SecOps Engineer*

- Created and Managed Active Directory Groups across multiple Forests and Domains
- Mapped Application Security to LDAP Groups for easier group-based access
- Correspond with Application Owners and Delegates for Updating LDAP Mapping or Group Membership
- Worked with Exchange Server 2013 and Office 365 to manage, troubleshoot, and create new Mailboxes/Skype Users. Assisted with the transition from Exchange Server 2013 to Office 365

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- Assisted with the Creation and Implementation of CyberArk for storing and created Secrets for Service Accounts and Applications, worked with end-users for pulling secrets and assisting with login
- Created new Sourcetypes in Splunk for existing Application Logs for more efficient queries, created and managed Splunk Dashboards for visualizing data for ServiceDesk, Security, Application, and Threat teams
- Worked with CA Top Secret (Mainframe) to manage legacy user profiles, created an instrumentation that allowed user creation via powershell script, assisted with early steps of transition process to move away from TSO

## *ServiceDesk Technologist*

April 2017 – October 2018

- Assist customer over the phone with remote assistance with technical and how-to support questions
- Used ServiceNow to create several dozens of Technical Documents for resolving simple to complex tasks
- Worked CA Top Secret for Physical Security Token resets
- Troubleshooting computers, routers/modem/switch, ISP issues, cellular devices, VOIP phones, PC peripherals

## **Major Projects**

### **Prometheus**

- Sole developer for Trek's Implementation replacing the previous SNMP PRTG implementation that was lacking capability of extracting more application-centric metrics
- Created and Open-Sourced a Chef Service Discoverer for Discovering Hosts and Extracting Chef Attributes into Prometheus
- Created Application and Node Exporter Chef Cookbooks that have completely dynamic attributes and configuration
- Created multiple Chef Cookbooks to Provision and Configure an HA Prometheus Setup with Alertmanager and Cortex, setup completely dynamically where exporter processes are automatically discovered or omitted depending on the attributes set in the above-mentioned exporter cookbooks

### **Grafana/Loki**

- Sole developer for Trek Webtech's Implementation
- Setup datasource connections to Prometheus, Loki, Azure, PRTG, Splunk, and AWS
- Build both Grafana and Loki Chef Cookbooks that provision both services and are completely dynamic via attributes
- Setup dynamic Promtail Cookbook to simplify log ingestion into Loki for file ingest, docker logs, journald, and windows event viewer
- Created and Open-Sourced an Azure Event Hub extractor that can take logs from an Azure Event Hub and ingest into Loki/Splunk in realtime
- Setup and assisted multiple teams/departments with custom Dashboards, Grafana Installations, and Data Source Creation/Ingestion

### **Jenkins**

- Forked main community Chef Cookbook for Jenkins to add some improvements
- Created multiple new Cookbooks, Resources, and Libraries to simplify managing Jenkins and to allow completely modifying the servers configuration via Chef Attributes
- Built CI Pipelines for running tests and linting SAP Hybris (java) code, along with spinning up an ephemeral environment to test new code against a recent version of production database
- Built CI Pipeline for running tests and linting updates to Chef Cookbooks, along with automated version pinning
- Assisted with the Development of a deployment pipeline for taking new code and building the application, packaging it into a Docker container, and rolling update said container through all application nodes, improving and fully automating the previous manual process

### **ServiceNow**

- Created scripts for moving documentation from CA Service Desk to ServiceNow during a transition process

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- Updated and Created Technical Documentation for Applications, Releases, and Issues within ServiceNow knowledge database
- Created ServiceNow dashboards to help efficiency and hitting SLA's for incident response
- Sole Developer of an Automation Framework within ServiceNow across multiple SNow tables that constructed a REST Payload and sent it to a Jenkins server to automate tasks, and in the reverse allows Jenkins to communicate back to send logs and status updates, framework was pulled into a Workflow package that allowed easy integration into existing workflows and request items
- Created Service Portal and Request Catalog to automate tasks like onboarding, password resets, etc...