



NICK GRAHAM

Principal Infrastructure Engineer

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[LinkedIn](#)
[GitHub](#)

SUMMARY

I'm Nick, an experienced systems engineer with a wide range of proficiencies ranging from simple Linux administration to complex automated application service deployments with Kubernetes.

Over the years I've worked to develop a broad set of skills across the IT space, and at the moment I'm using those to support developers and projects at [Capital District Physician's Health Plan](#), a regional health insurance company in upstate New York.

WORK EXPERIENCE

Principal Infrastructure Engineer

Capital District Physician's Health Plan

2016 - Present

Currently, I work as a leader on the Linux engineering team. My primary duties include serving as subject matter expert for Linux and its related technology stack, seeing technology projects through to completion, as well as developing automation processes to reduce toil and solve business problems all while serving as a point of leadership for decision making and responsibility.

I also work as a liaison between the development and infrastructure teams, ensuring that our developers have the tools and support they need to write code and push changes as quickly and effectively as possible.

Achievements:

- Architected and executed Single Sign-On (SSO) system expansion to AWS, creating a multi-region, highly available system with no downtime since its creation.
- Fully automated deployment and configuration management of Mulesoft application server architecture using Ansible, including over 80 separate services across 4 SDLC environments.
- Led the containerization of legacy Tomcat services into fully automated, reliable solution on Kubernetes.
- Created multiple CI/CD pipelines in Jenkins to turn complex processes like code builds, file deployments, or configuration changes into scheduled, or one-click operations.
- Organized and streamlined Ansible playbook usage, including the development of easy-to-use environment build scripts, and personal training/mentoring for other engineers.
- Created a custom internal site with Python that integrates with our SSO system APIs in order to provide users across the company with a central place to find SSO links, rather than relying on links maintained in wikis or emails.

Technologies used:

Ansible

Jenkins

Kubernetes

Linux

Mulesoft

Nginx

OpenTelemetry

Packer

Ping Federate

Python

Red Hat Enterprise Linux

Sumologic

Terraform

Tomcat

Windows

Systems Engineer

Xerox Corporation

2013 - 2016

At Xerox I quickly rose to become the subject matter expert for a number of systems, including our VMware infrastructure (thousands of hosts across 6 datacenters in the US, UK, and China), Commvault backup infrastructure, as well as an automated self-service tool I created that employees used to build sandbox environments and adjust the scale of production services. I also acted as a general systems engineering resource for both Windows and Linux server work.

Achievements:

- Led VMware expansion to two new datacenters in China, including hardware purchasing, deployment, and configuration.
- Architected and implemented up all of the backup infrastructure required to support disaster recovery for all of Xerox's systems
- Created a VM deployment process automation from the ground up with VMware Orchestrator.
- Enhanced the system lifecycle process around all of our VMware infrastructure. Everything from creation of new servers, patching existing ones, updating configurations, and server decommissioning was streamlined and automated in some way.

Technologies used:

Commvault Simpana

Linux

Powershell

SUSE Linux Enterprise Server

VMware

Windows Server

Information Systems Intern

Saratoga Hospital

2013 - 2013

For my senior year of college, right before graduating, I took up an internship with one of the larger hospitals close to me. There I learned about the interpersonal nature of IT, helping users and developers get what they need, more than I ever had in any of my college classes. I also started delving into automation, and found my love for reducing toil.

Achievements:

- Created custom code for the ticket tracking system (Spiceworks), in order to add some custom fields and workflows that the base product didn't provide.
- Created a fully featured PC deployment solution using the Microsoft Deployment Toolkit (MDT). Before my arrival PC deployments were all done manually, clicking through the installer. After deploying MDT new PC builds were as simple as starting a machine and selecting the PXE boot option.

Technologies used:

Javascript

Microsoft Deployment Toolkit

Windows Server

IT Technician

SUNY Canton

2009 - 2013

While in college, I worked in my school's IT department. There, I worked alongside the more senior networking staff, and acted as a junior network engineer, making smaller scale cabling changes, adjusting VLANs and port statuses on switches, and just generally helping out around the shop.

Achievements:

- Created a PHP application called [NETINV](#) to track the association between switches, patch panel ports, and wall ports in classrooms. Identifying where various switch ports went was a huge hassle at the time, and my contribution removed the painful process of having to manually trace out each network connection when making port changes.

Technologies used:

Linux

Networking

PHP

SKILLS & TOOLS

Professional

Effective Communication

Problem Solving

Project Management

Teamwork

Technical

Ansible

Apache HTTPd

Appdynamics

Artifact Repositories

Bash

Commvault Simpana

HashiCorp Packer

HashiCorp Terraform

Javascript

Jenkins

Kubernetes

Linux

Nginx

Ping Federate (SAML/Oauth)

Powershell

Python

VMware

Windows Server

Others

Active Directory

Amazon Web Services

Change Management

Configuration Management

Databases (MSSQL, MySQL)

DNS

Documentation

ELK (Elasticsearch, Logstash, Kibana)

IIS

Log Management

Mulesoft

NagiosNetworking

Nginx

Oauth

Physical Server Administration (Blade/Rack)

Rancher

Red Hat Enterprise Linux (RHEL)

SAN Management

Sonatype Nexus

Source Control (Git)

SSL/TLS Certificates & Ciphers

Sumologic

System Integration

Ubuntu

VMware Horizon

VMware PowerCLI

EDUCATION

Bachelor's, Information Technology
SUNY Canton
2013

CERTIFICATIONS

VMware VCP6-DCV
current

Cisco CCNA
2013

LANGUAGE

English (Native)

INTERESTS

3D Printing
Cars
Landscaping
Mechanics
Music
Robotics