

Hilary L. Muludiang

Email: hilary.muludiang@gmail.com

Work Experience(Fulltime):

Staff DevOps Engineer: April 2021 - Present

Koalafi, Inc., Richmond VA

- Sole contributor working on green field initiatives and proof of concepts
- Deployed, maintained and upgraded AWS infrastructure
 - Deployed AWS services via terraform
 - Used infrastructure as code methods to reduce deployment time of new services, reducing configuration drift, and increase repeatability
- Managed TICK and Grafana stacks to maintain measurability and observability of kubernetes-hosted microservices
- Worked with engineering teams to reach group objectives
 - Including migrating monolith services from .NET in Windows to microservices .NET in EKS
- Ran bi-weekly tech team meetings to share what various development teams are doing and what impacts are anticipated
- Ran weekly meeting to manage AWS costs
- Worked with VP of DevOps Engineering to define project roadmap
- Addressed security risks identified by 3rd party security assessment services
- Supported and mentored junior DevOps Engineers

Senior DevOps Engineer: October 2017 - April 2021

AWeber, Inc., Chalfont, PA

- Providing operations support for applications developed by the Integrations team
 - Deploying new services
 - Managing virtual environments
 - Maintaining and creating chef cookbooks, puppet manifests and nagios monitoring alerts.
 - Migrating services to on-prem kubernetes
 - Building grafana dashboards to monitor application performance
 - Managing F5 configurations
- Writing new python services, as well as fixing bugs in the existing codebase
- Leading efforts to containerize applications developed by the Integrations team as we move to a micro services architecture.
 - Deploy services to internally hosted Kubernetes infrastructure.
 - Utilizing gitlab to automate deployment pipeline
 - Migrating CI/CD functions to gitlab
- Evaluating new tools, to help assist developers

DevOps Engineering Consultant: January 2017 - September 2018

Addteq, Inc., Princeton, NJ

- Technical lead for clients' automation initiatives
 - Architected new environments
 - Deployment of Atlassian product line
 - Implemented CI/CD pipelines
 - Utilized Jmeter to perform load testing
- Provided technical assistance to support clients
- Deployed Puppet to manage internal systems

System Consultant: February 2011 – December 2016

Versatile Technical Services, Inc., Harrisburg, PA

- Member of Professional Services group
- Provided technical assistance to Versatile Systems' clients on a variety of projects
 - Community College of Philadelphia: Systems Analysts (Contractor)
 - Server decommissioning and upgrades
 - Comcast - Technology & Product: DevOps Lead (Contractor)
 - Provided technical support to multiple developer groups
 - Utilized puppet to maintain system state; implemented Rundeck to automate deployments and run tasks across multiple servers from single interface; integrated Jenkins with Rundeck to automate deployments to non-production environments triggered on snapshot build completion.
 - Used Splunk and dynatrace to diagnose issues across hundreds of servers; develop reports and alerts for app developers and product support teams.
 - Built proof-of-concept ChatOps - using Slack to trigger software deployments via Rundeck; ran test environment to test out dockerization of CIMA applications.

Senior Support Specialist/Systems Administrator: January 1999 – February 2011

Office of Information Technology; Saint Joseph's University, Philadelphia, PA

- Provides Tier III support for Windows, Linux and Macintosh systems
- Configured and integrated smartphones into Company email and calendar services - Zimbra
- VMware systems administration
 - Managed servers running VMware ESX and ESXi
 - Deployed virtual lab of Sun Ray thin-clients, and managed virtual images using VMware View Manager
 - Virtualized application servers, including Active Directory, Microsoft SQL, IIS
 - Handled P2V migrations of physical systems to a virtual environment
 - Windows 2003 Systems administration
- Installed and managed Windows 2003 servers
 - Deployed systems on single servers, blades, and virtual (VMware) environments
 - Implemented and managed Terminal servers for labs and departments
 - Deployed SQL 2005 Express and Professional to support database driven applications
- Installed, configured, and managed SEPM server
 - Deployed Symantec EndPoint client remotely to XP and 2003 systems
- SharePoint Administrator
 - Deployed and managed SharePoint servers
 - Deployed and managed MS Project 2007 servers
- LANDesk Management Suite administration
 - Installed and managed LANDesk server
 - Created scripts to push software and patches to end users
 - Generated inventory, licensing, application utilization and other reports as needed
- Linux systems administration
 - Installed and configured Linux servers and workstations
 - Integrated systems into LDAP and SAMBA services
 - Used webmin to manage systems configurations and upgrades
- **Technical Services Manager:** August 2000 to August 2002
 - Assisted the Director of Support Services as needed
 - Managed a group of approximately 30 student workers
 - Handled scheduling and maintenance of several University computer labs and classrooms
 - Implemented pay-for-print solution to reduce printer waste
- **Remedy Administrator:** January 1999 to December 2005
 - Installed, configured and maintained Remedy Help Desk server and applications
 - Managed web services related to Remedy Help Desk application
 - Used Crystal Reports and Crystal Enterprise to develop and distribute scheduled reports
 - Produced customized Remedy applications for use in-house

Systems Coordinator: September 1995 – December 1998

College of Business & Administration; Saint Joseph's University, Philadelphia, PA

- Single point of contact for all computer-related issues in the College.
- Provided full range of support for the College of Business & Administration faculty and staff
- Developed timetables for equipment purchases and upgrades.
- Liaison between the College and the Office of Information Technology.

Lab Support Specialist: June 1995 – August 1995

Berkeley Education and Training Center, Philadelphia, PA

- Administered Novell and AppleTalk networks, serving over 40 IBM-compatible and 50 Macintosh computers distributed between two locations.
- Handled ordering, maintaining, troubleshooting and upgrading of computers, in addition to providing support for software on both platforms.

Resident Network Consultant: September 1994 – May 1995

Network Services & Academic Computing; Saint Joseph's University, Philadelphia, PA

- Responsible for all networked computers within a single on-campus high-rise apartment building.
- Installed hardware and software necessary to gain access to applications on the University computer.
- Provided on-site technical support.
- *Promoted to Senior Consultant* (January 1994 to August 1994).
- Developed in-depth hardware and software troubleshooting skills for a wide variety of applications on DOS, Microsoft Windows and UNIX platforms.
- Assisted in networking and maintenance of University computer equipment, as well as the development and presentation of software workshops.
- *Initially employed as Junior Consultant* (September 1993 to December 1993).
- Worked in University computer labs providing basic software and hardware support.

Work Experience(Part-time/Volunteer):

Part-time IT Manager: February 2013 – 2016

Prometheus Radio Project, Philadelphia, PA

- Managed all computer needs for organization
 - 90% Linux environment
 - Server administration; desktop management
 - Managed self-hosted VOIP services
- Identified software solutions to address project needs
- Assisted PR group with website maintenance
- Provided technical assistance and training
- Transitioned to volunteer position in February 2016

Adjunct Instructor: January 2009 – May 2012

Springfield College - School of Human Services, Wilmington, DE

- Led discussions on the evolution of computer technology and using Microsoft Office suite
- Led classes on HTML and web development

Part-time Sales Associate: April 2002 – January 2009

Computer Connection; University of Pennsylvania, Philadelphia, PA

- Provided pre-sales support for Apple, IBM, and Dell products, and various software applications
- Performed system upgrades and minor repairs

Technology Summary:

- Operating Systems: Microsoft Windows XP, NT - 2008; Mac OS 7 - X; Sun Solaris 5.6 – 5.10; Linux – Ubuntu/Fedora/Redhat, Oracle Linux (certified)
- Hardware: Macintosh desktops/laptops/Xserve, Gateway, IBM ThinkPads/ThinkCentre, Dell Optiplex/Latitudes/PowerEdge (blades & rack mount); Sun workstations and servers; Palm OS and Windows CE handhelds; HP and Epson printers
- Software: Microsoft Office 97/2003/2007; Remedy Action Request Server 4.x/5.x/ 6.x, RemedyWeb; Remedy Mid-Tier; Apache; IIS; Symantec Ghost; PowerQuest Drive Image and Partition Magic, MySQL, Oracle, Crystal Reports, Crystal Enterprise, PHP, VMware ESX 3.5, vSphere 4.0/4.1; ESXi 3.5/4.0/4.1, ActiveMQ, MongoDB, Splunk, Puppet, Dynatrace
- Networking & Protocols: DHCP, TCP/IP, Novell, SAMBA, LDAP, WiFi, WEP, WPA

Education:

- Saint Joseph's University; Philadelphia , PA
 - M.Sc. in Business Intelligence
 - Graduation Date: December 2008
- Saint Joseph's University; Philadelphia, PA
 - B.Sc. in Management & Information Systems
 - Graduation Date: December 1996

Other:

- Member of Alpha Iota Delta (National Honor Society for Decision Sciences and Information Systems)
 - Oracle Linux certified
 - Dell PowerEdge and Blade Server certified
 - Splunk Certified
- Philly DevopsDays Conference organizer
- Philly PUG project night host