**LISA M. BEAL**

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**PROFESSIONAL SUMMARY**

Accomplished, innovative Senior System Engineer with comprehensive multi-industry experience.

* Adaptable and detail oriented. Performs well in difficult, high-pressure technical situations.

Thrives on diverse, global teams. Receives consistent praise for an excellent customer experience, robust operational support, clear customer-facing communication. Focused on optimizing UNIX-based and multi-platform system operations and tools to reduce costs.

* At DeVry University, reduced Solaris/Linux footprint by approximately 50%, lowering data center cost
* At ShowingTime, enhanced mail system performance, resulting in 50% improvement in delivery speed
* At Orbitz, cut cost of web site security certificates by $65K through improved web-based tools.

**EXPERIENCE**

TEKsystems; San Francisco, California

*Site Reliability Engineer [contract: Splunk] Mar 2022 – Oct 2023*

* Maintained Splunk AWS- and GCP-based clusters for a sector-leading SIEM and cybersecurity team
* Performed 4x10 shift work, including on-call duties.
* Developed SPL searches and Splunk Classic dashboards (in XML and via UI); built GIS/mapping dashboards
* Worked as part of a fast-evolving global technical support team

SKILLS USED: Splunk; Ubuntu Linux; Mac OSX; Bash shell scripting; Python. SAML, DNS, NTP; Jira, Confluence; SignalFX, Puppet

Signature Consultants; Chicago, Illinois

*Linux/DevOps Engineer [contract: AT&T] Sep 2019 – Jan 2022*

* Maintained ElasticStack clusters for a telecommunications giant’s cybersecurity team
* Performed monthly patch/reboot tasks (as part of a rotation for the team)
* Developed feature enhancements to the existing ElasticStack systems: Observability, SAML-SSO
* Monitored troubleshooting and system updates for production and non-production environments.

SKILLS USED: ElasticStack, Apache HTTPD, Tomcat; Red Hat Enterprise Linux; MS Windows;
Bash shell scripting; TCP/IP protocols, SAML, DNS, NTP; Jira, LeanKit; Jenkins, Ansible

DeVry University (formerly Adtalem Global Education); Naperville, Illinois

*[Includes contract support to DeVry for Capgemini Group, Feb 2018-June 2019]*

*Unix Team Lead; Middleware Team Lead; IT Engineer/Middleware; Application Engineer Mar 2011 – Jun 2019*

* *Received Ron Taylor Performance Award and bonus for European CPA training website migration project*
* *Received numerous peer awards for outstanding customer service*
* Generated substantial client operational savings by reducing Solaris/Linux footprint by approximately 50%.
* Migrated traditional data center services to Amazon Web Services (AWS) realms
* Provided Linux technical support for demanding for-profit higher education environment
* Advised UNIX, integrations, and portal teams on system updates, continuous improvement, and documentation, to provide a world-class customer experience.
* Coordinated troubleshooting and system updates for production and non-production environments.

SKILLS USED: WebLogic, Apache HTTPD, Tomcat; Red Hat Enterprise Linux; Solaris 8-10; MS Windows; Bash, Korn shell scripting; TCP/IP protocols, Wireshark; ServiceNow; MySQL; MediaWiki, WordPress
EXPOSURE TO: DevOps (Chef, MuleSoft), Jenkins, Ansible, Linux IDM, Linux IPA; Splunk.

MAKE Corporation; Oakbrook Terrace, Illinois

*System Programmer/Open Systems Technician (contract: CME Group, Chicago, IL) Feb 2010 – Mar 2011*

* Monitored and troubleshot UC4 job schedules for multiple trade clearing environments
* Provided Linux technical support for demanding financial/trading environment
* Coordinated timely problem resolution for trading and clearing processes

 SKILLS USED: Front Range ITSM ticketing; UC4; HP OpenView monitoring; RedHat Enterprise Linux (RHEL), MS Windows; Bash, Korn shell scripting; TCP/IP protocols

ShowingTime, Inc.; Chicago, Illinois

*Senior Systems Engineer Jan 2009 – Dec 2009*

* *Enhanced mail system performance, resulting in 50% improvement in delivery speed*
* *Authored web-based real-time monitors for mail system, voice recognition and log management systems.*
* *Reduced problem detection time by over 80% in real estate software-as-a-service (SaaS) environment.*
* *Developed web-based mail log scanner, cutting customer support’s resolution time for email issues by 50%*
* Maintained Solaris and Linux servers at 2 Chicago-area data centers for a software-as-a-service (SaaS) provider to the residential real estate industry.
SKILLS USED CentOS, DNS/Bind, Sharepoint-based incident management; Oracle 9i/10g RAC, OEM; OpManager, Cisco, Dell switches, routers; Apache HTTPD, Apache Tomcat; Red Hat Enterprise Linux, Solaris 8-10, MS Windows; Bash, Korn shell scripting; TCP/IP protocols, Wireshark; MySQL database administration;

**Orbitz Worldwide, Chicago, Illinois** *Application Engineer; Technical Lead (Software Deployment Team) Apr 2005 – Nov 2008*

* Automated web-based system to manage application logs for staging and production environments. *Reduced time needed for weekly log issue management by 50%.*
* *Cut cost of web site security certificates by $65K through new shell scripts and improved web-based tools.*
* *Promoted to technical lead based on these cost savings to the company.*
* *Received STAR (performance) award for Python-based real time application monitors*

SKILLS USED: Perl, Python; Veritas VxFS, VxVM, NetBackup; Sun jumpstart, Linux kickstart; Remedy incident management; NetApp SAN; Oracle 8i/9i; VMware; Confluence Wiki, Jira; Subversion;

Lucent Technologies, Lisle, Illinois *(includes contract work)*

*Consultant - Systems Administrator Oct 2004 – Feb 2005
Member of Technical Staff - Systems Administrator Feb 2000 – Nov 2003*

* *Upgraded Sun server hardware/software, improving system availability from 95% to 99.9%.*
* *Upgraded Sun Jumpstart services, reducing machine build and upgrade times by 70%.*
* *Re-designed ATM/Ethernet LAN topology to improve network response by 20%.*
* Created web-based documentation for support team using Confluence Wiki and Jira, reducing setup errors.

SKILLS USED: Solaris, HP/Toshiba x86 hardware; C; Sun-proprietary monitoring; ClearCase; Fore/Marconi ATM, 3Com switches; Apache HTTPD, Apache Tomcat; RedHat Enterprise Linux (RHEL), CentOS*,* MS Windows*,* TCP/IP protocols, Wireshark*,* MySQL*,* DNS/Bind*,* HP OpenView monitoring

ALSO USED: Sun Sparc / E-series, Perl*,* Veritas VxFS, VxVM, NetBackup; Sun jumpstart, Linux kickstart*,* NetApp SAN;

Antarctic Support Associates (ASA), Englewood, Colorado / Antarctica

*Senior Computer Technician; Network/Systems Administrator Apr 1996 – Nov 1999*

* *Developed critical video-microscope and video-conferencing support for the much-publicized cancer treatment of a stranded South Pole doctor.*
* *Received ASA Quality Service Award and congressional Antarctic Winter-over Medal for superior performance, superior communication and excellent teamwork.*
* Thrived in the diverse international/ethnic environment at the South Pole Station.
* Supported multi-platform satellite communication system serving three research stations

SKILLS USED: SunOS, multiple Linux variants, MacOS; wide variety of x86 hardware, Apple Macintosh; Apple-proprietary monitoring; Apache HTTPD*,* Apache Tomcat; RedHat Enterprise Linux (RHEL), Solaris 5-10, MS Windows; Bash, Korn shell scripting; TCP/IP protocols, DNS/Bind*,* Sun Sparc/E-series*,* Perl*,* C*,* 3Com switches

PROFESSIONAL TRAINING

AWS and VMware training (Pluralsight)2017-2019Python Conference (PyCon) 2008 *(numerous classes and seminars)* 2008

Team Management Training, Orbitz Worldwide 2007

CERTIFICATIONS

AWS Cloud Practitioner (Amazon)2019-2022Professional Scrum Master (PSM1) (Scrum.org) 2019-date

**EDUCATION**

North Dakota State University, Fargo, ND – BS, Computer Science; BS, Chemistry

ADDITIONAL HONORS / AWARDS

Gift of Life Humanitarian Award, Julie Rogers Foundation (Beaumont, TX) 2001

**CIVIC/VOLUNTEER ACTIVITIES**

**Naperville Emergency Management Agency:** *Volunteer Weather Forecaster*2013-date

**One Laptop Per Child Project:** *Python Developer, FreeIcon-to-Speech Assistive Software*2008