

William Ortiz

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DevSecOps Engineer

Dynamic Leader with 12 Years of Expertise in Systems Infrastructure, Fulfillment Operations, & Client Deliverables

Experienced and innovative Senior Systems Engineer offering expertise in software development, project management, and process optimization. Proven track-record of planning, coordinating, and executing successful strategic business solutions with an emphasis on improving operational efficiency and user experience. Deep technical expertise combined with an understanding of the importance of client engagement and satisfaction. Collaborative team members continually focused on building relationships to produce highly effective teams, increasing productivity, and improving outcomes. Individual dedicated to self-reflection and personal improvement who consistently exceeds performance metrics.

CORE COMPETENCIES

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|------------------------|------------------------------------|--|
| ◆ System Configuration | ◆ Server Management | ◆ Innovative Methodology |
| ◆ Project Management | ◆ Product and Process Optimization | ◆ Cross-functional Leadership |
| ◆ Advanced Automation | ◆ Risk Planning & Mitigation | ◆ Cloud Integration |
| ◆ Operating Systems | ◆ Quality Assurance | ◆ Enterprise Administration & Infrastructure |
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PROFESSIONAL EXPERIENCE

Boeing Defense, Space, & Security

April 2023 – Present

Senior Systems Engineer

- ❖ Developed new program capabilities using Packer, Ansible, and MAAS for bare metal and virtual machine image deployment, supporting secure and reliable deployment practices. This decreased deployment time by 80% and increased the speed of software development, resulting in increasing company savings by \$500K.
- ❖ Deployed Ansible to automate security controls to increase efficiency and consistency of security control updates by 200% and contribute to a more robust and responsive security posture within the organization.
- ❖ Engaged in collaborative interactions with 6 diverse cross-functional teams for NASA's Artemis Program, ensuring that systems are well-integrated, secure, and fully aligned with organizational goals with seamless operations.
- ❖ Collaborated with the program's security team and system software team to advance security configurations to Oracle Linux servers, align with NIST 800-53, and safeguard against vulnerabilities and automate security control updates with a success rate of 100%.
- ❖ Optimized and enhanced system performance through codebase cleanup, updates, process automation, and streamlining via Ansible to automate the deployment and configuration of oracle linux, improving system efficiency by 150% and reliability by 130% within 6 months.

Techspert Services, LLC

November 2021 – April 2023

Regional Technical Operations Manager

- ❖ Oversaw a team of 10+ technicians ranging from tier I to tier III, managed projects valuing from \$8K - \$250K for 60+ clients, and served as the liaison and technical support for 30+ company executives.

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- ❖ Reduced client incidents by nearly 60% within 6 months through the development of protocols and policy implementation that standardized workflows and to proactively prevent incidents, aligning with NIST 800-61 and NIST Cybersecurity Framework (CSF) guidelines to enhance risk management, incident response, and security best practices.
- ❖ Oversaw system performance and carried out tuning activities to optimize RHEL server efficiency, resolving bottlenecks and ensuring effective resource utilization.
- ❖ Revitalized the entire internal infrastructure using VMWare, Docker, AWS, and Red Hat Linux, saving the company \$125K in annual expenses and increasing workforce efficiency by 15%.
- ❖ Designed, deployed, and configured 70+ client network setups while using Ansible to manage multiple system configurations over the course of 3 months, integrating NIST 800-53 security controls to ensure secure configurations, automate compliance enforcement, and reduce misconfiguration risks.
- ❖ Provided oversight for daily issue resolution to support 200+ end users and close 30-50 tickets per day, ensuring efficiency and organization by systematically logging issues within an event monitoring system.

NPC Technologies

February 2018 – November 2021

Systems Administration Freelancer

- ❖ Oversaw the builds of 30+ custom computers and 10+ quality network installations, successfully reducing client downtime to less than 5% annually by providing a stronger, more secure connection.
- ❖ Conducted several technical services, including 20+ residential security installations and providing support for daily technical troubleshooting for 50+ clients.
- ❖ Facilitated maintenance and repair for 100+ devices, including computers, cell phones, and laptops, saving clients an estimated \$5K to \$10K in new equipment costs through proactive maintenance.
- ❖ Operated server administration for 10+ home networks by using remote management monitoring tools to survey network health, provide security scanning, troubleshoot problems and deploy new software when necessary.

Silva Ortiz Contracting

July 2015 – August 2020

Project Manager

- ❖ Acted as the project manager for 50+ client portfolios and projects valuing between \$250K and \$5MM while simultaneously supervising 20+ employees and 30+ contractors across multiple job sites.
- ❖ Saved the company an estimated \$200K in expenses through searching for vendors aligned to budgetary needs and negotiating contracts and purchase orders for 30+ vendor agreements.
- ❖ Maintained an OSHA-compliant work environment, reducing work related injuries by 30% in year 1 of management, and increasing this to 70% by year 3.
- ❖ Revised a new employee training program, improving KPIs by 22% through increased productivity and leading to an increase in customer satisfaction by 29%.

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TECHNICAL SKILLS

Red Hat, Jira, Bitbucket, GitLab, GitHub, Packer, VMware, Docker, Ansible, AWS, NGINX, Apache, Terraform, Kubernetes, Linux, Windows OS, Python, Mac OS

EDUCATION & CERTIFICATION

Bachelor of Science – Business Management

– *Western Governors University*

Bachelor of Science – Computer Science

– *Western Governors University*

Red Hat Certified Engineer (RHCE)

Red Hat Certified System Administrator (RHCSA)

Hashicorp Certified Terraform Associate

CompTIA A+ Certificate

CompTIA Network+ Certificate

CompTIA Security+ Certificate

CompTIA Project+ Certificate

ITIL 4

HOME LAB PROJECTS

- ❖ Deployed a 4-node bare metal cluster, managed with MAAS.
- ❖ Built Kubernetes node templates on VMware with Packer, configured with Ansible, and automated deployment via Terraform.
- ❖ Designed and maintained a 6-node Kubernetes cluster hosting media, documentation, smart home automation, monitoring, and security scanning services.
- ❖ Self-hosted GitLab instance for version control and continuous integration/continuous deployment (CI/CD) pipeline management.
- ❖ Implemented a segmented local network with 3 VLANs, incorporating advanced firewall rules for enhanced security and traffic management.
- ❖ Established an advanced backup and disaster recovery solution for critical services and configurations using Veeam.
- ❖ Deployed a self-hosted Prometheus-Grafana monitoring stack to track system health, resource utilization, and performance metrics across the lab environment.
- ❖ Deployed and managed AWS infrastructure using Terraform for automated provisioning of EC2 instances, S3 buckets, Route 53 DNS management, and ECS for container orchestration.
- ❖ Configured and managed a TrueNAS storage server for centralized file storage, with automated backups of critical files to AWS S3 for secure offsite redundancy and disaster recovery.