Ben Waddell

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PROFESSIONAL EXPERIENCE

IT Infrastructure Engineer   **June 2022 – Present**

Matchwell (Remote)

System Administrator   **Aug 2017 – Sep 2020**

Hexagon Agility (Salisbury, NC)

- Designed, implemented, and managed IT infrastructure, including Windows and Linux servers, storage, networking, and security as the senior technical lead for 10 facilities, maintaining uptime standard of 99.9%.
- Automated routine tasks and internal software deployments using Python, shell scripting, and group policy, reducing department workload by 20 hours per week and improving end-user experience.
- Collaborated in cross-functional teams to develop new integrations and continuous improvement initiatives while communicating effectively with stakeholders to ensure projects were on schedule and within budget.
- Created an internal tool using Python for packaging crucial enterprise software, automating the build process and simplifying the software installation for 500+ internal end-users and external consultants.

IT Support Analyst   **Dec 2015 – Aug 2017**

Hexagon Agility (Salisbury, NC)

- Led IT systems implementation and ongoing administration of a new flagship automotive manufacturing facility responsible for 90% of all company production.
- Identified a need for user data backups and configured an automated solution to back up 500+ workstations to the cloud, implementing versioning and preventing the loss of over 6TB of critical data.
- Discovered security risks and quickly resolved them with new security protocols, reducing potential threat vectors.

IT Technician   **Oct 2014 – Dec 2015**

Hexagon Agility (Santa Ana, CA)

- Resolved an average of 10 tickets per day through technical and non-technical problem solving, with 87% of tickets resolved within 24 hours.
- Standardized asset offerings and imaging, reducing support requirements and deployment time by 85%.
- Led project of company-wide phone system migration from on-prem to cloud, reducing operating costs and technical involvement, while improving phone reliability and scalability.

CERTIFICATIONS

Certified Kubernetes Administrator (CKA), *Cloud Native Computing Foundation*   **Feb 2022 – Present**

Red Hat Certified System Administrator (RHCSA), *Red Hat*   **Mar 2021 – Present**

AWS Certified Solutions Architect - Associate, *Amazon Web Services*   **Jul 2019 – Present**

EDUCATION

Bachelor of Science, Information Technology, *Western Governors University*   **June 2019**