

Brent Ingram

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Experienced Lead DevOps Engineer with a deep background in AWS & Azure, specializing in architecting and managing enterprise-level infrastructure. Proven ability to drive technical resolutions across cross-functional teams, leveraging AWS services and Terraform to deploy and automate scalable, resilient environments. Skilled in AWS DevOps tools, infrastructure-as-code (IaC), and cloud security best practices. Passionate about creating high-performance, fault-tolerant, and cost-efficient AWS solutions.

EXPERIENCE

July 2022 – Present | Cloud and Automation Engineer – Brunswick Corp NYSE:BC, Remote

Worked with internal IT support personnel and cloud vendors to maintain and support Brunswick's (NYSE: BC) multi-cloud infrastructure (AWS/Azure/OCI/GCP).

- Managed a project as the lead for the divestment of a developer and application sub-entity, ensuring setup and transfer of domain names (Route 53), AMI, copy of MS SQL databases and WAF configuration. This set up the spun-off team with a robust environment built on best practices. I lead 4 engineers and personally set up domain transfers and the WAF.
- Rebuilt AWS infrastructure after a cybersecurity incident, including setting up AWS RAM and cross-account backup vault management. This attack wiped out resources and backups. For the new AWS organization, designed and configured immutable backup vaults in a break glass account so that mass deletions won't be possible. Includes setting up EventBridge logging connection into ServiceNow for a dashboard that monitors companywide backups.
- Deployed over 300 servers and resources across Azure, AWS OCI using Terraform and Puppet in Azure DevOps CI/CD pipeline which helped our downstream applications to run smoother and be robust for internal and external clients that depend on them for their livelihood.
- Imported New Relic monitoring information into Power BI dashboard using a custom Python solution with GraphiQL API. This allowed the observability team to have greater insight into the health for servers across the different cloud environments and make better business decisions and strategies.

April 2016 – July 2022 | IT Support and Azure Engineer - Velonex MSP, Los Angeles

Recognize, analyze, delegate, and effectively resolve tickets pertaining to publicly traded clients using ConnectWise suite of RMM tools.

- Managed Cisco Meraki infrastructure and FortiGate firewall for NYSE:KW, including planning, installation, configuration and performing firmware upgrades. This resulted in a reduction in security incidents and improved network up time.
- Deployed and configured Azure VMs for external consultants, managed Azure AD, Azure Security portal, Intune, and implemented security best practices across Azure Security Center reducing potential threats and enhancing secure access protocols for third-party consultants.
- Led the migration of an on-prem File Server to Azure file shares for Langdon Park Capital, reducing infrastructure costs by 30% and enabling scalable, secure and remote file access for employees.

- Acted as a liaison with third-party vendors, including ISPs, phone providers, and printer technicians, ensuring prompt issue resolution and minimizing service disruptions, leading to improved client satisfaction and operational continuity.
- Streamlined grant approval and tracking process for Entertainment Industry Foundation and its partners (e.g., Kevin Love Fund, Stand Up 2 Cancer, Cher Cares, Charlize Theron Africa Outreach Program) by implementing SharePoint Online. Migrated processes from Excel-based tracking to a centralized SharePoint solution, resulting in a reduction in collaboration efficiency, and enhancing reporting capabilities across philanthropic teams.

January 2015 – April 2016 | System Administrator/Owner - BJI Tech, Riverside, CA

Started a small LLC business. Led Windows Server setups and established network infrastructure for a new building.

- Managed and updated Federated servers running multiple virtualized servers in a Windows Server 2012 R2 environment, including updating SSL certificates for IIS servers, reducing potential downtime and improving security compliance.
- Maintained a hybrid Exchange 2013/ Office 365 environment onboarding/offboarding users. Reduced unused Office 365 licenses, resulting in a 30% decrease in licensing costs directly saving the company \$4,000 per year.
- Diagnosed and resolved critical Office 365 login issue by finding that there was a time slip issue across VM servers that were syncing to host machine instead of DC. Made the DC with the PDC Emulator role the time server and force synced other servers with it using PowerShell. This resulted in a reduction of login issues across the organization.

January 2014 - January 2015 | Jr System Administrator - Trinet Internet Solutions, Irvine, CA

In charge of deploying devices for employees, managing Linux servers, Buffalo NAS, configuring NetSuite CRM.

- Managed IT systems for digital marketing/web development company and managed Linux server maintenance for hosting websites.
- Troubleshoot server and workstation technical issues (Microsoft Outlook, Windows XP/Vista/7, Microsoft Office)
- Tracked, organized and maintained hardware and software licenses
- Maintained Cisco Firewall and deployed VPN access, which allowed a seamless workflow for remote workers

EDUCATION

Certificates

- AWS Solutions Architect Associate – Expected completion November 2024
- JavaScript Algorithms and Data Structures – freeCodeCamp 2021
- Responsive Web Design – freeCodeCamp 2019
- CompTIA A+ - 2011

2007-2009 | UC Riverside, Riverside, CA

Biological Sciences

- Member of Honors Program for students with above a 3.7 GPA

Skills and Interests

- **Skills** – Terraform, Packer, Puppet, OCI, Azure DevOps, Azure Networking, Azure VM, VPC configuration, Docker, VMWare management, training, project management, Power BI, Cisco Meraki + FortiGate Firewall management.
- **Interests** – Podcasting (www.theitnewbies.com), Marathons (have ran multiple marathons and 1 ultra-marathon in South Africa), and Dad Jokes.