**Vincent McLean**

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**Software/Cloud Engineer**

Versatile and driven professional with 11+ years of experience in the Financial Tech Industry, aspiring to excel as a Cloud Engineer, DevOps Engineer, or Software Engineer. Proven ability to adapt swiftly to new technologies and leverage them to optimize operations and drive organizational growth. Thrives in high-pressure environments, demonstrating exceptional problem-solving and troubleshooting skills. A self-motivated team player who also excels in both collaborative team environments and independent work settings. Committed to fostering a culture of continuous learning and professional growth.

**WORK EXPERIENCE**

**Senior Specialty Systems Operations Engineer** **08/2022 – Present**

**Wells Fargo Securities** - *Charlotte, NC*

* Developed and implemented a comprehensive monitoring solution using ITRS/Geneos to track internal ETL/batch processes, server processes on Windows/Linux, and database statistics, ensuring optimal system performance and rapid issue detection.
* Collaborated closely with software developers and database administrators (DBAs) to resolve technical issues, enhancing system reliability and performance.
* Utilized ServiceNow for effective incident management, change requests, and addressing day-to-day user requests, maintaining high service standards and user satisfaction.
* Assisted with infrastructure updates, addressing vulnerabilities, technology refreshes, and migrating applications to new hardware to ensure system security and up-to-date technology stack.
* Provided robust support for all production deployments, ensuring smooth transitions and minimal downtime.
* Planned and coordinated disaster recovery events for applications, ensuring business continuity and adherence to recovery SLAs.
* Utilized Terraform to apply infrastructure changes for a web application hosted on Azure cloud, ensuring efficient and reliable cloud infrastructure management.

**Senior Infrastructure Engineer** **02/2019 – 08/2022**

**Wells Fargo Advisors** - *Charlotte, NC*

* Acted as the subject matter expert for IBM BPM application and infrastructure, ensuring optimal performance and reliability.
* Led the adoption of Jira Service Desk, streamlining user interactions, improving issue tracking and resolution, and providing management with insights into team workload and performance.
* Coordinated and executed disaster recovery events, ensuring business continuity and adherence to recovery SLAs.
* Managed and executed version upgrades for lower and production environments, ensuring systems were up-to-date and secure.
* Developed and maintained run books and standard operating procedures for troubleshooting and resolving issues.
* Conducted root cause analysis meetings, collaborating with cross-functional teams to resolve complex infrastructure and application issues.
* Revised and improved monitoring solutions using Splunk and AppDynamics, enhancing error detection and system health monitoring.
* Assisted with production deployments, ensuring smooth transitions and minimal downtime.
* Worked closely with vendors to troubleshoot and resolve complex issues, maintaining strong vendor relationships.

**Applications Systems Engineer** **04/2017 – 02/2019   
Wells Fargo Advisors** - *Charlotte, NC*

* Maintained IBM BPM environments on IBM WebSphere Application Server, supporting development, integrated test, performance, and user acceptance test environments, as well as production environments.
* Developed Splunk dashboards to monitor JVM activity, detect errors (e.g., deadlocks, Out of Memory Errors, Java Heap Space errors), and alert on application-specific issues.
* Created AppDynamics dashboards and alerts to monitor server health and proactively detect issues.
* Collaborated with software developers, DBAs, and IBM engineers to resolve complex infrastructure and application issues, ensuring system stability and performance.
* Automated server management tasks by creating bash scripts for JVM restarts, node agent synchronization, and other routine maintenance activities, reducing manual intervention and increasing efficiency.
* Attended root cause analysis meetings to identify and resolve the underlying causes of system issues and outages.
* Assisted with production deployments, ensuring smooth implementation and minimal disruption.
* Maintained and updated run books and standard operating procedures to provide clear guidance for issue resolution and system management.

**Systems QA Analyst** **06/2012 – 04/2017**

**Wells Fargo Securities** - *Charlotte, NC*

Ensure regression and functional testing was completed and accurate for month end code deployments.

* + Ensured testing environments were properly configured and maintained with the latest data and updates.
  + Performed regression testing for all derivative products (e.g., swaps, credit default swaps, swaptions), running test suites and analyzing results.
  + Identified and resolved issues or discrepancies in regression testing by collaborating with software developers.
  + Conducted functional testing for bug fixes reported by business users, coordinating with developers and reporting findings.
  + Worked with production support teams to document standard operating procedures for processes entering production from bug fixes.

**EDUCATION**

**North Carolina A&T State University** - *Greensboro, NC*

Bachelor of Science – Computer Science, December 2012

**PROJECTS**

**Azure Cloud Resume Challenge**

*Date Completed: 2/15/2023*

* **Hosted Static Website via Azure Storage Account:** Leveraged Azure Storage Account to host a static website, ensuring high availability and scalability.
* **Azure CDN Integration:** Implemented Azure CDN to enhance the performance and load times of the website by caching content at strategically placed locations.
* **Container and Blob Access Management:** Gained hands-on experience with Azure containers and security principals to securely grant access to blobs.
* **CI/CD Pipeline with GitHub Actions:** Established a CI/CD pipeline using GitHub Actions, streamlining the process of updating and maintaining the website by automating deployments.
* **Source Control with Git/GitHub:** Utilized Git for version control, ensuring seamless collaboration and code management. Automated deployment processes with GitHub Actions for continuous integration and delivery.
* **Azure Function App with HTTP Trigger Development:** Created an Azure HTTP Function App in Python to track website visits, incrementing a counter with each visit.
* **Monitoring and Alerts:** Developed a dashboard and alert system to monitor website traffic, capturing information such as time, date, city, and state of visitors, and sending alerts to a mobile device.
* **Terraform Integration:** Utilized Terraform to import and manage Azure resources, including frontend (resource group, storage account, CDN endpoint, CDN profile, custom domain) and backend (resource group, Azure Cosmos account and database, function app, app service plan, application insights) resources.
* **Terraform Cloud State Management:** Stored Terraform state in Terraform Cloud, created workspaces, and connected them to GitHub repositories for automated updates via a CI/CD pipeline.

**PROFESSIONAL SKILLS**

* Cloud Platforms: Microsoft Azure (Certified: Azure Developer Associate, Azure Fundamentals).
* Programming: Java, Python, BASH.
* Tools: Git/GitHub, Terraform, Splunk, ITRS/Geneos, AppDynamics, Linux Server, Windows Server, ServiceNow, Jira, AutoSys.
* Database: Oracle, Microsoft SQL Server.
* CI/CD: GitHub Actions

**CERTIFICATIONS**

* Microsoft Certified: Azure Developer Associate
* Microsoft Certified: Azure Fundamentals
* Oracle Certified Associate, Java SE 7 Programmer

**PROFESSIONAL MEMBERSHIPS**

* Wells Fargo CIC Toastmasters Club, 09/2021 – 03/2020