Brian Higgins

www.bphiggins.com   (513) 407-1513   brianphiggins@gmail.com

Technical Work Experience

July 2018 - Present   **Siemens DISW**   Cincinnati, OH
Infrastructure Engineer

- Support, implement and maintain Linux systems around the world as part of a global operations team
- Increased development productivity by 30% by creating CI/CD pipelines in GitLab
- Technical lead for global transitions on authentication platforms, NIS to QAS
- Create configurations that will span multiple environments and sites to meet security guidelines
- Maintain/enhance storage solutions to optimize for better production value and decrease downtimes
- Develop and implement solutions centrally so mass deployments and changes are made rapidly
- VMware ESXi, Redhat, CentOS, SuSE, Ubuntu, Chef, Ceph, Nagios, Tanium, Puppet, Docker

September 2014 - July 2018   **University of Cincinnati**   Cincinnati, OH
Systems Administrator II

- Established and maintained redundant virtualization clusters across multiple campuses
- Implemented and fostered a transition from UniverSIS to Oracle PeopleSoft Campus Solutions
- Reduced system build times by 50% by creating templatized builds and automated schedules
- Implemented new monitoring environment that reduced downtimes and predicted failures
- Trained employees for crossover tasks and created documentation for audits and new employees
- Developed new automation and monitoring solutions to ease workloads and create a daily schedule
- VMWare ESXi, Oracle Linux, PeopleSoft, Nagios, Phire, JSCAPE, CA Workload Automation

June 2009 - September 2014   **University of Cincinnati – College of DAAP**   Cincinnati, OH
Information Technology Analyst

- Supervised student employees, delegated daily tasks and reviewed performance
- Researched, installed, and supported Windows, Linux, and OSX server infrastructure
- Reduced personnel hours during semester rollover by 80% by creating new automated processes
- Created new processes for managing onsite systems and backup processes for environment
- Managed and monitored infrastructure for onsite datacenter
- Purchased and installed new virtualization solutions, migrated from Citrix to VMware and HyperV
- Supported over 4,000 users daily as the Help Desk Lead.

Technical Skills

Information Technology

- Ten years of datacenter experience upgrading and configuring new systems
- Designed automation and monitoring solutions using CA Workload Automation and Nagios
- Provided support for in-house payment systems, print production software, and hardware
- Numerous scripts created in Bash, PowerShell, Batch, and Python
- Fluent with VMware ESXi, Citrix XenCenter, MS HyperV, Oracle OVM, CentOS, Microsoft Windows Server, OSX Server, directory services, Apache, Tomcat, Weblogic, BIG-IP F5, Failover clustering, Confluence, Phire, Jenkins, CA Workload Automation, JSCAPE, JIRA, Chef, Ceph

Leadership

- Created a learning environment, teaching new employees tasks, and creating redundancy
- Established and facilitated teams to execute tasks, meet deadlines, and increase productivity
- Created project guidelines and goals, while showing progress to management
- Excellent interpersonal and communication skills with strong problem-solving and analytical skills

Education

May 2012   *Cincinnati Christian University*   Cincinnati, OH
Vocal Performance, Minor in Piano: Bachelor of Music

June 2007   **Cincinnati State Technical and Community College**   Cincinnati, OH
PC Support and Administration: Associate of Applied Science