Michael A. Walter

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PROFILE SUMMARY

Proven and visionary IT leader with over 25 years of experience in delivering innovative solutions and leading high-performance teams. Adept at driving excellence through strategic project planning, technical implementation, and stakeholder relationship management. Skilled in providing valuable consultation to high-value clients, optimizing sales revenue, and enhancing cloud native infrastructure. Demonstrated success in exceeding expectations through meticulous project delivery and roadmap development. Combines technical expertise with a creative problem-solving approach to drive sustainable growth and achieve desired outcomes. Seeking a challenging role in Software Engineering or Site Reliability Engineering Management to contribute expertise in driving organizational success through technological innovation and leadership excellence.

CORE COMPETENCIES

- Strong understanding of software development methodologies, programming languages, and best practices for software engineering and SRE.
- Ability to lead and manage a team of software engineers and SREs, including setting clear objectives, providing guidance, and fostering a collaborative and innovative work environment.
- Expertise in planning, executing, and delivering complex software projects within specified timelines and budget constraints.
- Proficiency in identifying and solving complex technical issues related to software development, infrastructure, and system reliability, using a systematic and analytical approach.
- Excellent communication skills, both written and verbal, to effectively convey technical concepts to a diverse audience, including team members, stakeholders, and executives.
- Ability to align software engineering and SRE strategies with broader business goals, considering long-term implications and scalability.
- Strong ability to collaborate across teams, including software engineering, operations, and other cross-functional departments, to ensure seamless integration and delivery of software products.
- Proficiency in implementing and overseeing quality assurance processes, including testing methodologies, automated testing frameworks, and continuous integration and deployment practices.
- Experience in monitoring system performance, identifying bottlenecks, and implementing optimization strategies to enhance software performance and reliability.

PROFESSIONAL SKILLS

- Project Management
- Engineering Team Leadership
- Operations Management
- Product Development
- Risk Management
- Customer Relations
- Requirements Analysis
- Business Continuity
- Complex Issue Resolution
- Leadership and Management
- Communication Skills
- Strategic Thinking
- Collaboration and Teamwork
- Quality Assurance and Testing
- Performance Monitoring and Optimization
- People Development and Mentorship
- Adaptability and Resilience
- Budgeting and Resource Management
- Vendor Management

ACCOMPLISHMENTS

- Successfully migrated over 300M gift cards at Independent Purchasing Cooperative, transitioning from an in-house self-processing system to a third-party gift card vendor.
- Effectively led a team of DevOps engineers in the migration of our on-prem data centers to AWS using infrastructure as code.
- Skillfully facilitated sprint planning and retrospectives, removing impediments and ensuring the team's focus, resulting in improved productivity.
- Established and developed a thriving colocation business, 3z.net, orchestrating upgrades to cooling, security, and power systems through coordination with third-party vendors, resulting in a revenue of over $500K.
- Diversified service offerings from computer repair to full-service hosting and colocation, resulting in a significant increase in annual revenue reaching the million-dollar mark.

PROFESSIONAL WORK EXPERIENCE

Independent Purchasing Cooperative, Miami, FL | 3/2015 – 8/2023
Director of Technology, Gift Card Platform
(9/2020 – 8/2023)
- Managed concurrent priorities, establishing strategic relationships with internal business stakeholders, partners, third-party vendors, and franchisee organizations, while defining immediate and long-term business goals.
- Served as Agile Project Manager, providing direct oversight of a high-performance DevOps team, and leading the interviewing and hiring process.
- Achieved exceptional results by leading a DevOps team to maintain a 100% uptime for a state-of-the-art, globally renowned self-processing gift card platform.
- Developed Splunk dashboards and reports, enabling business users to easily track the status of the migration project.

Site Reliability Engineer Manager
(3/2019 – 9/2020)
- Led a highly motivated DevOps team in the construction of a payment processing platform for over 30K SUBWAY restaurants in the US and Canada, supporting key credit card and gift card programs.
- Played a key role in the smooth migration of the platform's credit card component from a self-processing system to a third-party processor.
- Contributed significantly to the expansion of network presence, supporting major PLXIS initiatives.
- Designed and implemented new AWS infrastructure.
- Successfully migrated a legacy system to a new cloud platform with zero downtime.

Senior Infrastructure Engineer
(3/2015 – 3/2019)
- Utilized specialized expertise to conceptualize and create resilient IT infrastructure, overseeing audits, upgrades, and physical data center equipment installations.
- Provided consistent technical support, maintained vendor relationships, and orchestrated new build-outs while safeguarding the integrity of digital networks.
- Spearheaded the development and operation of innovative products in collaboration with a DevOps team, benefiting SUBWAY.
- Integrated a third data center to enhance the capabilities of a self-processing credit card and gift card platform.
- Successfully transitioned to Cloudflare from two separate DNS providers.
- Collaborated with a third-party telecommunications provider to upgrade critical dial-up equipment for credit card dial-in processing services.

PCD Network Solutions / 3z.net, Covington, KY | Senior Network Engineer / CSO / Partner
11/1998 – 2/2015
- Monitored work service requests and service boards, ensuring adherence to installation and configuration standards, and fostering positive vendor relationships while collaboratively resolving complex customer issues with engineers.
- Implemented strategic measures to maintain optimal network availability, including negotiating contracts and managing Linux servers for in-house customer systems.
- Provided strong support for the integration of Cisco UCS networking into a virtualization platform with VMWare.
- Upgraded an in-house monitoring system, streamlining customer system management operations.
- Implemented necessary changes to meet an SAS 70 Type II audit from a third-party auditing firm, fulfilling SSAE 16 SOC II requirements and standard operating procedures (SOPs).
- Successfully executed the relocation of operations from a 400 sq. ft. computer room to a 6K+ sq. ft. data center within strict time constraints.

EDUCATION

- B.Sc. in Computer Science
- University of Cincinnati, Cincinnati, OH

TECHNICAL PROFICIENCIES

- **Methods/Processes:** DevOps, Agile (Scrum Ceremonies, Estimation & Planning, Risk Management, Communication, Collaboration), Virtualization, Development, Ordering, Installation, Troubleshooting, Coordination, Zone Migration, Networking
- **Platforms/Tools:** AWS, VMWare, UCS, Dell, AWS EC2, Cisco (BGP, OSPF, NX-OS, IOS, Firewalls, Routers, Switches), Datadog, ManageEngine, Opsview, PRTG, Splunk, Linux (Amazon Linux, CentOS, Red Hat, Ubuntu), Bash, Ansible, Terraform, Cloudflare

PROFESSIONAL TRAINING

- Splunk Administration
- CCNA Data Center Boot Camp
- Ansible Learning
- Terraform Learning

CERTIFICATIONS

- Leadership Skills Enhancement, LinkedIn, 6/2023

AFFILIATIONS

- IT Manager, Anthony Munoz Foundation
- IT Manager (Former), Marvin Lewis Community Fund