Contact

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Top Skills

Splunk
Linux System Administration
Windows System Administration

Languages

Assembly
English

Certifications

Azure Data Factory
Bizagi Certified Professional
Associate
Bizagi Certified Professional
Associate
Blueprism Certified Developer

Michael Argo

Platform Engineer and Solutions Architect with over twenty years of
experience in infrastructure, development, support, and customer
success
Austin, Texas, United States

Summary

Senior Technical Consultant with over twenty years of experience in
support, root
cause analysis, development, infrastructure, and customer success.

• Azure and AWS Cloud network design and deployment.
• Twenty years of database, software, hardware, application, and
server support including fortune 500
enterprise, private small business, maritime, and residential clients.
• Ham radio certified technician KK6QMF, Voip phone system design
and configuration (Nitsuko, Cisco)
• Intermediate in Amazon Web Services (AWS) components EC2,
S3, Simple DB, RDS, SQS, Elastic
IPs, EBS, Security Groups, Route 53, IAM, VPC, Cloud Formation
and other services in the AWS cloud
infrastructure.
• Support and Administration of OSX, Brew, VMWare, Azure, IIS,
Redhat, Web Servers (IIS, and
Apache) under heterogeneous environments consisting of Solaris 9,
AIX 5.x, Red Hat Enterprise Linux
7.x/6.x/5.x and Windows 98/XP/7/8/10 2019/2016/2012/2008/2003
including server core systems.
• T-SQL database configuration and support for various applications
and voip reporting systems.
• Extensive experience implementing Active Directory, Exchange,
O365 and deploying software using
Group Policy, SCCM, and KACE.
• Extensive experience in troubleshooting, root cause analysis and
performance optimization
of enterprise applications on cloud and physical infrastructure
platforms including database
troubleshooting.

• Extensive experience with hardware support, electronics, soldering, custom pc design, rack and
network implementation and design.
• Experienced in analyzing enterprise application issues using tools like Fiddler, Wireshark, VSCode,
Visual Studio, Nagios, Nasm, Nmap, Metasploit, and Nessus scanning and other tools.
• Monitored and addressed issues with Sophos, Mcafee, AT&T MIDS and worked with various vendors
to secure systems.
• Supported all phases of software life cycle with emphasis in implementation, automation,
maintenance and support of enterprise applications.
• Intermediate experience in Terraform, Ansible, Salt, Chef, Docker, Puppet, single sign on, LDAP, and Infrastructure
Automation best practices.
• Supported enterprise level applications and servers in 24x7 production support, best practice
trouble shooting, monitoring, performance tuning, naming standards, security and maintenance
activities.
• Testing of web applications with Soapui, Fiddler, Python, and other tools on SOAP and REST API.
• Extensive networking support experience encompassing TCP/IP, UDP, IPV4, IPV6, DNS, DHCP, VLAN,
VPN, Bluetooth, and 802.11ac, b, g, n technologies.

Experience

Teacher Retirement System of Texas
Platform Engineer
May 2023 - Present (5 months)
Austin, Texas, United States

• Solution architecture for the Teachers Retirement System of Texas

• Powershell development for Active Directory, VMWare, and Azure automation

• Redhat Openshift Kubernetes architecture, design, and support

• Azure AADC, On-Prem AD, and Entra architecture and design

• Azure Databricks, Synapse, and ADLS design and automation.

• Network and virtual network architecture and design

• Database architecture and design including MSSQL, Redis, and CosmosDB

• Powershell script automation, architecture and design for Azure

• Solarwinds monitoring and automation

• VCenter, VMWare, Horizon, Azure, Pure, and other site reilability engineering

• Jira and Agile SRE project coordination and documentation for Confluence

U.S. Securities and Exchange Commission
Senior Solutions Architect
June 2023 - Present (4 months)
Washington DC-Baltimore Area

• DNS and certificate configuration for hybrid private cloud appserver
configurations.

• Powershell script development, debugging, and documentation for manual
integrations with Bigfix, Planview, Servicenow, and Jira

• Planview, Mysql, MSSql Database, and Integration administration for
Securities Exchange Commission

• Windows Server, AWS, and on-premise systems design and administration

• PowerBI and Microsoft Power Automate deployment of data to Sharepoint

• Extensive Powershell and Splunk automation for the SEC

Setup.Repair LLC
Solutions Architect
January 2018 - Present (5 years 9 months)
Austin, Texas, United States

• Planview, Database, and Integration administration for Securities Exchange
Commission

• PowerBI and Microsoft Power Automate deployment of data to Sharepoint for
SEC

• Extensive Powershell and Splunk automation for the SEC.

• OSCP and Tryhackme security training including CTFs from Hackthebox.

• Disaster recovery design and testing for Checkpoint multiwan R80.40

• Configured multi-wan capabilities and high availability for checkpoint R80.40

• Designed and configured custom drivers for maritime gps systems including
internal satellite network,

security, cameras, voip, and radio communication.

• Setup and configured security systems, network, domain controller, Office
365, secure mail, and OpenDental software for Humboldt's number one dentist
Humboldtsmiles.com

• Windows, Linux, OpenBSD, Exchange, Apache, NGINX, and IIS administration
• Server implementation and hardware design, software provisioning, Docker configuration.
• Security system, laptop, cellphone, and desktop hardware upgrades and installation
• Dell hardware repair, hardware soldering, component replacement, liquid cooling, benchmarking,
thermal optimization.• Phone, mobile device, laptop repair, screen replacement, motherboard replacement, upgrades, printer repair.

Lateetud
Solutions Architect
December 2021 - April 2023 (1 year 5 months)
Virginia, United States

• Bizagi Studio Professional Associate certification obtained.
• Redesigned complex Blue Prism network Infrastructure for RBC Bank to enhance network connectivity and maximize network performance.
• Developed Powershell framework to automate WMI information gathering, enumeration, and automation for bots, application servers, and databases. Connected datastream to MS SQL Database including schema design.
• Powershell automation of configuration, network, and Blue Prism Bot deployment.
• RPA Controller, Blue Prism
• Blue Prism Process root cause analysis and infrastructure troubleshooting.
• AWS Connect and Chime integration with Blue Prism and Blue Prism Service Assist
• Designed entire multi environment solution in Azure for Synovus Bank's Blue Prism automation deployment.
• Designed site to site vpn, including virtual network and subnet topology for Dev, Test, and Prod Azure environments for financial services automation using Blue Prism, OCR, NVizion, and other integrations.
• Production disaster recovery, backup, and load balancer design and configuration.
• Engineered Powershell, Azure Resource Manager, and Bicep scripts to automate deployment of Azure environment.
• Designed and scoped PAAS MSSQL databases for multiple application environments.
• Azure site to site BGP vpn design, deployment, and testing including scoping Expressroute.

• Azure network design and subnetting for multiple environments including virtual network peering.
• Powerapps and PowerBi automation design including Sharepoint.
• Designed and scoped storage accounts and fileshares for software deployment.
• UIPath and Blue Prism automation design.
• Assisted with UI design for business application.
• Lead support and customer success team for infrastructure and automations.
• Network OCR automation deployment and document intelligence using Azure Automate, Blue Prism, and Microsoft OCR Cognitive.
• Completed UIPath training for infrastucture automation and multi-tenant deployment.

Blue Prism LLC
Senior Software Support Engineer
September 2019 - September 2021 (2 years 1 month)
Austin, Texas Area

• Certified Blue Prism RPA Developer.
• Achieved recognition assisting with the design of our 2020 hackathon content and puzzles..
• Developed Robotic Process Automation to move data from a third party application, Sql server, and Excel spreadsheets into a queue for processing by an automation using regular expressions.
• Third tier business critical and production support for Fortune 500 clients.
• Analysis, design, and rca on automations, vbo, processes, and code stages.
• MSSQL troubleshooting, administration, root cause analysis, and implementation.
• Cloud and on-premise network design and rca including load balancing, security groups, and dns
management. Including hybrid environments vpn'd between Azure and on-premise in Virtualbox.
• Database optimization, query design, and database root cause analysis for their .NET application.
• Infrastructure root cause analysis and advisement for Azure, GCP, AWS, and VMWare including
networking, load balancing, and virtualization.
• Code stage development, assistance, and debugging internally and for end users.
• Developed C# code stage to control NES hardware emulators, and powershell stdio to collection

datasets.
- Developed C# code stage to parse data set and extract results to be passed to another process.
- Developed C# code stage to change Windows 10 language and regional settings for an automation
utilized by a third party customer.
- Provided support to developers and customers both designing solutions and implementing our
software via infrastructure with various technologies including surface automation, spy modes, and other obstacles.
- Created knowledge base articles and Sharepoint content in Bold360ai for internal and external self assistance.
- Provided corporate training in Powershell for a team of over twenty individuals

Planview, Inc.
Integrations Infrastructure Analyst
January 2018 - September 2019 (1 year 9 months)
Austin, Texas

Integration and RCA of Opensuite, Snaplogic, and other application interfaces between Planview, Jira, Projectplace, SAP, and miscellaneous other products.
Analysis of logs using Sumologic, Splunk, Eventvwr, and other tools.
SQL Server administration and application analysis with MSSQL 2008, 2012, 2016 and Oracle 12.
Development of workarounds and integrations using Batch, Powershell, and C#
Windows Server Administration of Server 2008, 2012, and 2016 on VMWare and AWS Cloud environments.
Web services troubleshooting with SoapUI, Java, CMD, Powershell, Fiddler, Visual Studio, C#, and various other tools.
Advanced problem solving, and analysis of data mapping, snaplogic, and miscellaneous application interfaces.

ClearData
System Administrator
May 2017 - December 2017 (8 months)
Austin, Texas Area

·Responsibilities:
Redhat Enterprise Linux administration of 100+ servers managed by VMWare and Salt Stack.

VMWare administration, AWS Administration, Linux and Windows server support and migration, SALT imlemention, Labtech, Networking Support, Application migration to the cloud, and Powershell Development.

Supported multitude of applications utilizing Amazon Web Services stack including EC2, S3, SQS, Elastic IPs, EBS, Security Groups, Route 53, IAM, VPC, Cloud Formation focusing on high-availability, fault tolerance, and auto-scaling.

Supported and configured Commvault, VEEAM, Salt, Labtech, Pagerduty,

Developed and maintained documentation of cloud environments, integration platforms, data flow maps, server inventories, network design diagrams, entity-relationship diagrams, process workflows.

Configured and supported Labtech for monitoring and configuration of servers.

Deployed antivirus software to Windows server systems in our environment.

Supported backup and recovery solutions for all servers in our environment.

Coached and mentored other technical resources, performed systems reviews, and inspected/assessed systems.

BPL Plasma
Support Analyst
October 2016 - March 2017 (6 months)
Austin, Texas Area

Responsibilities:

Supported users with issues pertaining to Active Directory, Applications, O365, and Desktop Support.

Created computer and user accounts in Active Directory, installed software with Group Policy, and configured VPN Clients.

Travelled around the United States setting up new Plasma donation sites from scratch including setting up the rack, UPS, MPLS, Cisco, and storage resources.

Deployed and imaged workstations using Ghost, WDS, and SCCM including the installation of software and antivirus.

Configured and supported Java and .NET applications for their end users.

Powershell scripting and other automation tasks to speed up deployment.

Trained employees on software use, information security, and other resources.

Deployed complex medical equipment and configured multi wap secure wireless networking for multiple sites.

HUMBOLDT COUNTY DHHS
Information Systems Analyst II
April 2009 - October 2016 (7 years 7 months)

· VOIP VDNA, Windows Server 2000 – 2016, Linux, AWS, Kace, AIX, Solaris, support and administration.

· Automated cron and scheduled tasks for both windows and linux servers for reporting.

· Developed Visual Basic applications for wmi inventory and automation control.

· Created queries and stored procedures for Microsoft and MySql databases.

· Created Access, Excel, Crystal Reports, and Visual Basic applications for management reporting.

· Software support of over 1000 applications, 50 sites, 1200 users.

· Network security and implementation, monitored and addressed Sophos, Kace, and whatsupgold issues.

· Monitored and addressed issues with AT&T MIDS and worked with various vendors to secure our systems.

· Group policy software deployment design, scripting, automation, and custom powershell / vbs deployments

Hewlett Packard Enterprise
Information Systems Support Analyst
March 2006 - October 2008 (2 years 8 months)
Colorado Springs, Colorado Area

Technical support for internal Microsoft employees.

Technical support for internal Energizer employees.

Sql administration and custom code for voip reporting using visual basic, sql, and office applications.

Trained employees for support of windows vista in it's internal testing phases.

Microsoft Game Studios
Network Operations Support Analyst
January 2006 - June 2006 (6 months)
Redmond Washington

-Forum moderation, Nagios monitoring, SQL database administration, Game server administration.

· Application, Database, RIS, RAS, SMS, MOM, Email, VPN, Smartcard, and other support.

· Active Directory and Windows server administration.

· VOIP Administration and call center metric tracking and reporting using MSSQL and custom apps I wrote.

Adelphia
Tier III Support Analyst
January 2004 - January 2006 (2 years 1 month)
Colorado Springs, Colorado Area

- ISP DHCP, Cable modem, Provisioning technical support.

- Field installation of internet including aerial and underground cabling.

- CMTS troubleshooting, electrical, and other network troubleshooting.

- CCNA level network troublshooting and voip SIP configuration.

Education

Austin Community College
Pursuing C++ and CEH certificates, Computer Science · (January 2023 - January 2025)

Colorado Technical University
Computer Science · (1999 - 2000)

Pikes Peak State College
Computer Science, Computer and Information Sciences and Support Services · (1998 - 1999)