

Contact

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Top Skills

Jenkins
Customer Engineering
GitHub

Languages

Assembly
English

Certifications

Azure Data Factory
Bizagi Certified Professional
Associate
Blueprism Certified Developer

Michael Argo

Customer Success Engineer
Austin, Texas, United States

Summary

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

- Twenty years of database, software, hardware, application, and server support including fortune 500 enterprise, private small business, maritime, and residential clients.
- Azure and AWS Cloud network design and deployment.
- UiPath and Blue Prism automation design and support
- 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.
- Intermediate to advanced in Azure including databricks, adls, spoke hub topology, network design, and custom solutions

- 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

Veracode

Customer Success Engineer

September 2024 - Present (1 month)

Boston, Massachusetts, United States

- Automated system integration and CI/CD processes using Python scripts and security tool APIs.
- Collaborated with cross-functional teams to streamline automation tasks for efficiency.
- Implemented system integration solutions with AWS, Azure DevOps, GitHub, and Jenkins.
- Dynamic Analysis: Scans running web applications for vulnerabilities such as SQL injection, cross-site scripting (XSS), and other common web application security issues.

- Static Analysis: Analyzes source code to identify security vulnerabilities without executing the program.
- Integration: Can be integrated into the software development lifecycle (SDLC) and with other development tools for continuous security testing.
- Reporting: Provides detailed reports and remediation guidance to help developers fix identified vulnerabilities.

Usio, Inc.

Platform Support Engineer

April 2024 - July 2024 (4 months)

Austin, Texas, United States

Fintech Platform Engineering

Site Reliability Engineering

MSSQL and MySQL query design and database administration.

Powershell automation development.

Golang development.

Network and Database Troubleshooting.

Azure devops, networking, and virtual machine RCA.

PCI Compliance and Security Training.

VB and C# Code Analysis, Debugging.

Github Repository creation, issue creation, and various actions.

Javascript code analysis.

Fintech Financial institution training and process playbook training and execution.

Golang and C# Web Application code analysis.

Security analysis for network and database compliance.

Agile methodology, Kanban, Extreme Programming.

Docker container administration, Terraform, and Terragrunt control.

U.S. Securities and Exchange Commission

Platform Engineer

June 2023 - February 2024 (9 months)

Washington DC-Baltimore Area

- Designed Lambda functions to output logs from Linux and Windows into Splunk using log groups.
- Designed and implemented Powershell scripts to execute from AWS and mitigate registry keys for windows speculative execution security check vulnerabilities
- Mitigation of Security Vulnerabilities, CVEs, and POAMs from Nessus and Veracode SAST / DAST

- AWS development and deployment of VPC, RDS, S3, EC2, K8, and ELB
- Blue Prism process automation development and debugging
- Splunk query development and optimization including integrations with AWS SNS
- MSSql and MySQL database administration and development
- Documentation and disaster recovery design for HA HR.
- 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
- Windows Server, AWS, and on-premise systems design and administration
- PowerBI and Microsoft Power Automate deployment of data to Sharepoint

Setup.Repair LLC

Principal Enterprise Architect CEO

October 2016 - February 2024 (7 years 5 months)

Austin, Texas, United States

- AWS Connect callcenter design including IVR, SIP, Chat, Routing, Queues
- Blue Prism Infrastructure design, Process design, and Debugging.
- Planview Enterprise Architecture and Troux support for Securities Exchange Commission
- 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.

Teacher Retirement System of Texas

Platform Engineer

May 2023 - November 2023 (7 months)

Austin, Texas, United States

- Designed Azure based Databricks solutions 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 reliability engineering
- Jira and Agile SRE project coordination and documentation for Confluence

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, UIPath
- 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, NVision, 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.
- Successfully completed UIPath training.
- 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.

Pacific Gas and Electric Company

Security Operations Center Analyst

September 2021 - December 2021 (4 months)

Los Angeles Metropolitan Area

Monitoring and resolving security vulnerability tickets from their SIEM system

Analysis and RCA of Wireshark captures and binaries

Ticketing system and Jira story point projects

OSCP and SIEM training

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.
Platform Engineer

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

Systems 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 implementation, 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

Platform Engineer

April 2009 - October 2016 (7 years 7 months)

Eureka, California, United States

- 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 troubleshooting and voip SIP configuration.

Wells Fargo Home Equity
Automation Analyst
January 2002 - January 2004 (2 years 1 month)
Colorado Springs

Automation of CMHC and ACAPS to assist with underwriting of home equity loans.

Reviewed and scanned income, tax, appraisal, title, and other documents into optical character recognition

Using various terminal applications, scripted macros to automate processing of loan approvals

Underwriter and actuary training to program automations of calculations to approve loans.

Spearheaded automation process for customer service, home mortgage consultants, and underwriting

Computer Renaissance

PC Technician

January 1999 - January 2000 (1 year 1 month)

Colorado Springs

Built custom personal computers for residential and commercial customers
Took user specifications and built hardware and software solutions including customization of windows.

Software sales

TSI - Transworld Systems Inc.

Network Support Technician

January 1998 - January 1999 (1 year 1 month)

Colorado Springs

Network and computer setup and configuration for field offices.

Sales assistance and technical support for their various sales and crm applications.

Database administration.

Goldmine administration.

Silicon Valley Connection

PC Repair Technician

January 1996 - January 1998 (2 years 1 month)

Colorado Springs

PC design and repair.

Configured desktop computers for residential and commercial customers

Windows and other software installations and sales

Education

Western Governors University

Computer Science · (September 2024)

Colorado Technical University

Computer Science, Computer Science · (January 2002 - January 2003)

Pikes Peak Community College

Mathematics and Computer Science · (January 2000 - January 2001)