# Lan Pham

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## SUMMARY

Experienced DevOps Engineer & System Administrator with over 15 years in IT, specializing in automation, cloud infrastructure, and systems management. I've had the privilege of working in the higher education sector and most recently at DocuSign, where I've led initiatives in Google Cloud Platform (GCP), automation (Ansible), and DevOps best practices.

## EXPERIENCE

### Senior DevOps Engineer - Docusign

January 2024 - December 2024, REMOTE, USA

- Managed 1600+ customer environments in GCP using Ansible and Terraform.
- Developed automations for securing new and current deployments to meet customer requirements for security.
- Created and implemented an onboarding program for new engineers, streamlining their ramp-up process and reducing time to productivity.
- Led and managed the migration and upgrade of over 300 Windows Server systems from 2012 to 2019, ensuring minimal downtime and successful transition.
- Managed the CentOS 7 to RHEL 7/8 migration for 1,600 servers, maintaining compliance with current standards.
- Led the collection and organization of SOC2 compliance data across all Windows and Linux servers, ensuring accurate documentation and adherence to industry standards.
- Managed and executed compliance checks to ensure all Windows and Linux servers consistently met SOC2 requirements, maintaining security and regulatory standards.
- Participated in the testing and validation of new versions of the Insights application, including validating upgrade paths from previous versions, ensuring seamless transitions and maintaining data integrity across versions.

### Senior Operations Engineer - Docusign

May 2023 - January 2024, REMOTE, USA

- Wrote an Ansible Playbook to automate pre- and post-upgrade smoke checks, organizing and validating system metrics and application data, eliminating a manual process and saving hundreds of hours annually.
- Managed a 3-version upgrade of CyberArk systems and servers, modernizing and securing remote access for support teams across both Linux and Windows environments.

### Operations Engineer - Docusign

March 2022 - May 2023, REMOTE, USA

- Developed and implemented automated solutions to refresh and update SSH keys for multiple service accounts, ensuring compliance with security policies and enhancing overall system security.

- Deployed and maintained KernelCare (TuxCares) service to keeping aging infrastructure in compliance with security requirements.
- Upgraded customers to the latest version of Insights.
- Assisted on new employee on-boarding, creating documentation and standardizing credential management for new team members.

### Senior Systems Administrator - Biola University
February 2016 - March 2022, La Mirada, CA, USA
- Manage Linux and Windows servers using Chef and Ansible according to best practices
- Develop scripts for desktops and servers in bash, Powershell, AutoIT, Ruby, and batch.
- Administer enterprise data and systems, like O365, Intune, VMWare, Citrix, MSSql, and Splunk.
- Lead Quest KACE administrator, administrator, managing over 1100 Windows endpoints, policy management, software packaging, and integration with AzureAD.
- JAMF Pro administrator, managing over 1200 Apple endpoints, policy management, software packaging, zero-touch deployment, DEP, Filevault, VPP, and Apple School Manager.
- Azure product owner, managing storage accounts, virtual lab environment, and all user access and license management.
- Migration of on premise computer labs to Apporto virtual computer labs and Azure Virtual Labs during COVID.
- Familiar with Docker, Kubernetes, and Rancher.

### Systems Administrator - Biola University
June 2012 - February 2016, La Mirada, CA, USA
- Administer over 2000 workstations, including images, updates, software deployment, and security using JAMF Pro, Quest KACE, Sophos Anti-Virus, and WSUS.
- Deploy and manage Pharos print server for over 350 print devices.
- Work with departments and users to package and deploy third-party licensed software (Adobe, FlemakerPro, iOS and Apple Apps, IBM SPSS).
- Develop tools, documentation, and procedures for the IT Helpdesk.
- Administer 452 computers in public student labs and classrooms.

### Lead Field Technician - Biola University
August 2010 - June 2012, La Mirada, CA, USA
- Lead 5 full-time and 15 student workers in daily Helpdesk tasks.
- Managed team's ticket queue, escalation paths, and ITIL practices.
- Acted as subject matter expert for computer hardware and software issues (Mac and Windows).
- Developed and implemented DeployStudio imaging for Apple computers.
- Created a custom Linux Distribution to deploy Windows to Dell computers reducing deployment times from 4 hours per machine to under 1 hour and reducing human errors.

### Field Technician - Biola University
July 2009 - August 2010, La Mirada, CA, USA
- Tier 1 and 2 troubleshooting and case management for Windows and Mac.
- Completed assigned tickets.

- Documented and trained end-users and IT employees in technical procedures.

**Data Center Operator** - Biola University

August 2005 - July 2009, La Mirada, CA, USA

- HP Unix Systems Management and Backup
- Developed an automated system to extract General Ledger (GL) data from an IFAS system, format it into human-readable tables, and implement a backup solution to archive data in three different formats for long-term storage and retrieval.

# EDUCATION

**B.S. Organizational Leadership** - Biola University

2007 -2013, La Mirada, CA, USA

**Microsoft Certified: Azure Fundamentals** - Microsoft

2022