

Kristjan Thor Gudjonsson

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QUALIFICATION SUMMARY

Personable and Goal Oriented, Accustomed to Managing Multiple Projects and Activities, Focused on Automation and Cybersecurity Best Practices, Perfectionist Dedicated to Providing Excellent Technical Support

EMPLOYMENT HISTORY

UW MADISON SCHOOL OF MEDICINE AND PUBLIC HEALTH - INFORMATICS

10/2022 – Present

DevOps Engineer III (2019-Present)

UW MADISON GENERAL LIBRARY SYSTEMS - LIBRARY TECHNOLOGY GROUP

08/2018 – 10/2022

Senior Information Process Consultant / DevOps Engineer III (2019-Present)

- Manages Complex Infrastructure of Over 500 Linux Virtual Machines and 10 Windows Servers Using Enterprise Grade Config Management Tools (Puppet, Ansible, and MEM)
- Technical Lead in the Design, Integration, and Deployment of Library Software Applications and Services via CI/CD and Config Management
- Built Robust and Dynamic Monitoring Platform with Custom Routing based on Prometheus, Grafana, and Alertmanager
- Transformed Collection of Deployment Scripts to Sophisticated Infrastructure as Code with Terraform
- Led Library Migration of On-Prem Applications to Cloud Service Providers. Primarily Focused on AWS Services: S3, Glacier, Lambda Serverless Code, EC2
- Library Administrator for Campus Software Offerings like Confluence, Gitlab, AANTS, Infoblox, and Panorama and Others.
- Serves as Chair for Library Technology Group Diversity, Inclusivity and Climate Committee

Library Help Desk Technical Lead (2018-2019)

- Led Recruitment, Hiring, and Supervision of Library Help Desk Student Employees
- Managed over 1000 Staff and Public Facing Workstations Spread Throughout UW Madison Campus
- Provided Level 3 Troubleshooting Support for Enterprise Library Systems
- Oversaw Planning and Implementation of Large Scale Technology Rollouts and Migration Projects. These include Migration to Campus Active Directory and Isilon Storage, Raspberry Pi Display Boards, and New Library Spaces
- Developed Workflows and Automations to Streamline Employee Onboarding and Offboarding
- Joined and Participated in a Number of Library Focused Committees and Subcommittees as well as Campus Technology Related Groups

UW MADISON SCHOOL OF MEDICINE AND PUBLIC HEALTH - DEPARTMENT
OF OBSTETRICS AND GYNECOLOGY 08/2013 – 07/2018

IS Technical Specialist (2013-2018)

- Provided Departmental Faculty and Staff with Solutions to a Wide Variety of Software and Hardware Problems
- Supported over 200 Windows-Based Machines with Custom Deployments and Timely Software Updates
- Developed Internal and External Documentation of Computing Infrastructure
- Integrated Information Technology into Research, Education, and Clinical Needs of Faculty
- Built and Maintained Server Infrastructure that hosted Departmental Data including LDAP, SCCM, Exchange, Network Storage, and Hyper-V
- Employed Industry Grade Security Practices to Comply with Rigorous Standards of both Hospital and Educational Setting
- Created Inventory and Ticketing System Environment to Better Support Staff
- Met with Software and Hardware Vendors to Supply Department with Latest Technologies
- Led Department through Windows Migration from XP to 7 and 7 to 10
- Utilized Strong Analytical Skills to Troubleshoot Complex System-Level Issues
- Continued Information Technologies Education by Attending Conferences and Participated with On-Campus Technology Groups

UW MADISON DIVISION OF INFORMATION TECHNOLOGY 01/2010 – 08/2013

Helpdesk Level 1 Agent (2010-2013), Service Desk Agent (2011-2013), Help Desk Level 2 Support (2011-2013), Student Lead Web Writer (2012-2013), Help Desk Quality Assurance (2013)

- Provided Daily Phone, Email, and Chat Support to Students and Faculty
- Walk-In Support for Students and Faculty
- Responsible for Timely Repair and Return of Computers Checked in for Software Troubleshooting
- Maintained the University Knowledge Base (kb.wisc.edu)
- Wrote Technical Documentation for Various University Services
- Applied Knowledge of HTML and CSS Languages
- Lead Technical Resource for Phone Agents and Campus Technologists
- Supervised up to 8 Student Employees
- Primary Trainer Responsible for Improving Phone Agent Quality

SKILLSET AND TOOLS

- Configuration Management
 - Puppet
 - Ansible
 - Microsoft Endpoint Management (SCCM)
 - Cloud-init
- Infrastructure as Code
 - Terraform
 - Pulumi
 - vRealize Automation
 - Packer
- Scripting Languages
 - Powershell (Advanced)
 - Bash (Medium)
 - Python (Basic)
- System Monitoring
 - Prometheus+Grafana
 - Nagios
 - CheckMK
- Virtualization
 - Docker
 - vCenter
 - Hyper-V
 - Vagrant
 - EC2
- Networking
 - Palo Alto Panorama Firewall
 - Infoblox for DHCP and DNS
- Version Control Systems
 - Git
 - Self-Managed and Campus Gitlab Instance
- Cybersecurity
 - Qualys
 - Cisco AMP
 - Campus IAM Tools
- Cloud Environments
 - AWS

EDUCATION

B.A. in Biology and Scandinavian Studies, University of Wisconsin-Madison, 09/2008-12/2012

REFERENCES

References available upon request