

Jeff Ullmann

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Summary of Skills

Global Team Management
IT Operations Management
Security

User Management
Build Systems

Digital Certificates
Licensing

Tools

Cloud Platforms

- Azure
- Azure AD
- GCP
- AWS

Collaboration Platforms

- Office 365
- Microsoft Teams
- Google Workspaces (G-Suite)

Environments

- Windows Server
- Windows Desktop
- Active Directory
- Azure AD
- Linux configuration - multiple distributions
- MacOS

Virtualization Environments

- Hyper-V
- VMWare
- Nutanix

Phone & Conferencing Tools

- Microsoft Teams Rooms
- Zoom Chat
- Google Meet
- RingCentral
- Slack

Atlassian

- Jira
- Jira Service Desk
- Status Page

Internet Protocols

DNS
HTTP
HTTPS
SMTP

RDP
SSL
SSH

SAML (Security Assertion Markup Language)
TOTP (Time Based One-Time Password)

Workspot, Inc.

IT Operations Manager

December 2016 - June 2022

As IT Operations Manager in a start-up, along with one direct report, provided internal support to a globally distributed workforce that grew to 150 people.

Brought up and maintained new cloud environments in support of the companies development processes-

Maintained and supported multiple cloud environments for the companies sales and support staff.

Security

Evaluated security tools and processes for internal use.

Evaluated and implemented a secure password management and sharing system. Consolidated management of services using Single Sign-On.

Monitored user access, server access, email, etc. in order to identify potential malicious access or attacks.

Performed account audits to verify who had access, individual's rights, password usage and other items.

Responsible for physical security of office, including coordinating with building security regarding access.

Acquired and managed internet domains. Managed cloud based and local name servers. Configured Azure and GCP as redundant name servers for primary domain.

User Management

Created and oversaw user onboarding and separation process. Worked with HR to coordinate and verify onboarding was SOC compliant

In charge of user management for in multiple environments including Active Directory, Azure AD, Google Workspaces (formerly G-Suite), GCP and AWS.

Build Engineer

Created and maintained a secure, distributed multi-OS build environment using Jenkins. Single Jenkins Server controlled and reported build status for Windows, MacOS, iOS, and various Linux distributions. Build nodes were in AWS and physical data center.

Responsible for signing Windows releases with Extended Validation (EV) code signing certificate.

Responsible for security of build environment.

Digital certificates

Was responsible for a wide range of functions, including determining correct type of certificates for web servers and gateways, digitally signing email, and signing code for release binaries.

Responsible for purchasing and distributing all digital certificates.

Purchased and installed certificates from DigiCert and Let's Encrypt to appropriate servers and gateways.

Worked with engineering to design system to automatically request and install certificates on gateways.

Set up secure build system to automatically code sign all Windows binaries.

Responsible for signing release binaries with Extended Valuation (EV) certificates

Licensing

Central point of contact for acquiring and updating licenses used internally by company.

Lifecycle management of infrastructure hardware assets, software assets and software licenses

Facilities

Point of contact for building management.

Responsible for physical access to company office.

Responsible for our offsite data center used for testing. This included procuring, initial equipment setup and on-going maintenance.

DTeX Systems

Senior QA Engineer

Extended the companies Jenkins build environment to automate initial install tests on all supported Windows platforms (Windows 7, Windows 8.1, Windows 10, both x86 and x64) onto clean OS's.

Wrote PowerShell script that reduced environment validation and set up time from 2-3 days to 2 hours.

Wrote multi-step PowerShell script to test installation, considering the two reboots that were part of the install process.

Identified and documented Windows GPO (Group Policy) to remotely install customized version of the DTeX client application.

Identified and documented process for customizing DTeX Windows msi package for individual customers.

Wrote C code and updated the Windows installer package to allow the DTeX application to correctly hook into the system during install time.

Converted manual process of creating an installable 'zip' file to an automated process. While also adding company branding and logo.

Vidder

Software QA Engineer

Tested SAML integration for Vidder authentication

Wrote BASH scripts to test efficiency and maximum capacity of Vidder servers.

Palo Alto Networks

Software Quality Assurance Engineer

Verified fixes of patch releases of PANOS before general release.

Created tests and infrastructure for MFA using TOTP protocol.

Citrix Systems, Inc.

Manager Engineering Services

Managed teams of 21 QA engineers in the USA and India.

Created and managed Windows and Linux build systems. Systems automatically built, packaged for delivery and ran initial smoke tests after code check-in.