**LISA M. BEAL**

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**PROFESSIONAL SUMMARY**

Accomplished, innovative Senior System Engineer with comprehensive multi-industry experience.

Adaptable and meticulous. Thrives on diverse, global teams. Receives consistent praise for excellent customer experience, robust operational support, and clear customer-facing communication.

**EXPERIENCE**

TEKsystems; San Francisco, California Mar 2022 – Oct 2023

*Site Reliability Engineer [contract: Splunk]*

* Supported 99th percentile SIEM and cybersecurity team using Splunk AWS- and GCP-based clusters.
* Developed over 40 SPL searches, GIS/mapping dashboards and Splunk Classic dashboards.
* Worked on 4-geozone global technical support team.

SKILLS USED: Splunk; Ubuntu Linux; Mac OSX; Bash shell scripting; Python. SAML, DNS, NTP; Jira, Confluence; SignalFX, Puppet

Signature Consultants; Chicago, Illinois Sep 2019 – Jan 2022

*Linux/DevOps Engineer [contract: AT&T]*

* Groomed a Top 3 telecommunications giant’s ElasticStack clusters for its cybersecurity team.
* Performed monthly patch/reboot tasks.
* Enhanced features over 2 years for the existing ElasticStack systems, including observability, SAML-SSO

SKILLS USED: ElasticStack, Apache, Tomcat; Red Hat Enterprise Linux; Bash shell scripting; TCP/IP, SAML, DNS, NTP; Jira, Jenkins, Ansible; CI/CD; troubleshooting; system updates.

DeVry University; Naperville, Illinois Mar 2011 – Jun 2019

*Unix Team Leader; Middleware Team Leader; IT Engineer; Application Engineer
[Includes contract support to DeVry for Capgemini Group, Feb 2018-June 2019]*

* Received cash bonus and Ron Taylor Performance Award for European CPA training website migration.
* Reduced Solaris/Linux footprint by approximately 50%.
* Migrated over twenty data center services to Amazon Web Services (AWS)

SKILLS USED: WebLogic, Apache HTTPD, Tomcat; Red Hat Enterprise Linux; Solaris 8-10; MS Windows; Bash, Korn shell scripting; TCP/IP, Wireshark; ServiceNow; MySQL; WordPress; DevOps (Chef, MuleSoft), Jenkins, Ansible, Splunk.

MAKE Corporation, Oakbrook Terrace, Illinois Feb 2010 – Mar 2011

*System Programmer/Open Systems Technician (contract: CME Group, Chicago, IL)*

* Monitored and troubleshot UC4 schedules for multiple trade clearing environments
* Provided Linux support for demanding financial/trading environment.
* Coordinated timely problem resolution for trading and clearing processes

 SKILLS USED: UC4; HP OpenView; RedHat Enterprise Linux (RHEL), Bash, Korn shell scripting; TCP/IP

ShowingTime, Inc., Chicago, Illinois Jan 2009 – Dec 2009

*Senior Systems Engineer*

* Increased mail system delivery speed by 50%,
* Lowered problem detection time by 80% in real estate SaaS environment.
* Made 50% cut in email issues resolution time; built web-based mail log scanner,

SKILLS USED CentOS, DNS/Bind, Sharepoint, Cisco switches & routers; Apache HTTPD, Apache Tomcat; Red Hat Enterprise Linux, Solaris 8-10, MS Windows; Bash, Korn shell scripting; TCP/IP, Wireshark; MySQL.

**Orbitz Worldwide, Chicago, Illinois Apr 2005 – Nov 2008***Application Engineer; Technical Lead (Software Deployment Team)*

* Cut 50% of time for weekly log issue management via automation.
* Realized $65K reduction in security certificates costs through improvements to web-based tools.
* Promoted to technical lead based on these cost savings to the company.
* Received STAR (performance) award for Python-based real time monitors

SKILLS USED: Perl, Python; Veritas VxFS, VxVM, NetBackup; Sun jumpstart, Linux kickstart; Remedy; NetApp SAN; Oracle 8i/9i; VMware; Confluence Wiki, Jira; Subversion.

Lucent Technologies, Lisle, Illinois *(includes contract work)* Feb 2000 – Feb 2005

*Member of Technical Staff - Systems Administrator; Consultant - Systems Administrator*

* Improved system availability from 95% to 99.9% by upgrading Sun server hardware/software.
* Reduced machine build and upgrade times by 70% by modernizing Sun Jumpstart services,
* improved network response by 20% through re-designed ATM/Ethernet LAN topology

SKILLS USED: Solaris, C; 3Com switches; Apache, Tomcat; RedHat Enterprise Linux (RHEL), CentOS*,* MS Windows*,* TCP/IP, Wireshark*,* MySQL*,* DNS/Bind*,* HP OpenView; Solaris jumpstart, Linux kickstart*,* NetApp SAN.

Antarctic Support Associates, Englewood, Colorado / Antarctica Apr 1996 – Nov 1999

*Senior Computer Technician; Network/Systems Administrator*

* Developed critical video-microscope and video-conferencing support for the much-publicized cancer treatment of a stranded South Pole doctor.
* Received the ASA Quality Service Award and congressional Antarctic Winter-over Medal for superior performance, superior communication, and excellent teamwork.
* Supported 3-site multi-platform satellite communication system serving research stations.

SKILLS USED: Solaris 5-10, MacOS; Intel x86 hardware, Apple Macintosh; Apache*,* Tomcat; RedHat Enterprise Linux, MS Windows; Bash, Korn shell scripting; TCP/IP protocols, DNS/Bind*,* Sun Sparc/E-series*,* Perl*,* C*,* 3Com.

**CERTIFICATIONS**

AWS Cloud Practitioner (Amazon; *re-certification in progress*)Nov2019-Nov 2022Professional Scrum Master (PSM1) (Scrum.org) Nov 2019-present

**EDUCATION**

North Dakota State University, Fargo, ND – BS, Computer Science; BS, Chemistry

**CIVIC/VOLUNTEER ACTIVITIES & AWARDS**

Naperville Emergency Management Agency: *Volunteer Weather Forecaster* May 2013-present

One Laptop Per Child Project: *Python Developer, FreeIcon-to-Speech Assistive Software* Mar 2008
Gift of Life Humanitarian Award, Julie Rogers Foundation (Beaumont, TX) Oct 2001