

# Ethan Paul

SYSTEMS ADMINISTRATOR · INFORMATION TECHNOLOGY · SOFTWARE ENGINEER

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## Summary

Computer engineer and system administrator with experience designing and operating a diverse set of digital infrastructure, including data center equipment, core and edge networks, multi-cloud environments, end-user devices, and SaaS products. Proven ability to work independently or collaboratively to build effective solutions to engineering challenges with respect to business and technical requirements. Strong dedication to quality, knowledge sharing, collaboration, documentation, digital security, and public service.

## Education

### Worcester Polytechnic Institute

Worcester MA, United States

BACHELOR OF SCIENCE IN MECHANICAL ENGINEERING / MINOR IN BUSINESS ADMINISTRATION

Class of 2017

## Experience

### Principal Information Technology and Security Engineer

Cambridge MA, United States

PORTAL INSTRUMENTS INC. - INFORMATION TECHNOLOGY

August 2022 - Present

- Audit and consolidate IT resource management into a single department to reduce duplicate spending and improve day-to-day employee workflows. Create a budget and ordering process for IT resources.
- Operate as a single IT administrator to manage resources at all levels and in all areas of the business, including facility infrastructure, cloud resources, licensing, physical and virtual servers, and employee workstations.
- Provide daily support for the entire organization across four timezones. Support Windows, MacOS, and Linux workstations, enterprise resource management, access control, and security incidents.
- Designed and implemented a top-to-bottom replacement of core network infrastructure including virtual private clouds, on-site network equipment, and virtual private networking.
- Offboard and assume responsibilities of existing Managed Service Provider and manage relationships with IT vendors as the primary point of contact.

### Systems Administrator / Development Operations Engineer

Boston MA, United States

STARRY INC. - PRODUCT ENGINEERING

June 2018 - August 2022

- Took ownership of a Network Monitoring System built specifically for Starry's WISP network model, expanding and developing the system to meet the needs of the Network Operations team and handle a thirty-fold workload increase.
- Provided 24/7 support for the NMS to ensure uninterrupted access to alerts, data, and performance reports for the Tier 2 Support team and executive leadership.
- Designed and deployed a testbed management network using off-the-shelf routing equipment and Ansible that connected engineering systems at all eleven corporate offices across the country.
- Helped lead a team developing Ansible automation for managing and securing hundreds of physical engineering systems across four departments.
- Facilitated inter-operation between the Manufacturing Division and Product Engineering to support expanded access to internal technology, increased awareness of documentation and knowledge resources, and greater cross-team communication.

### Senior Network Technician

Worcester MA, United States

WORCESTER POLYTECHNIC INSTITUTE - NETWORK OPERATIONS CENTER

August 2013 - June 2018

- Assisted with regular maintenance of the three campus data centers, including replacing faulty PDUs, organizing and documenting routed cables, and retirement of network and server hardware.
- Planned and developed campus-wide documentation of network conduit to provide the Network Operations and Telecommunication departments with better information sources when triaging problems, performing maintenance work, and planning expansions.

### Contract Technical Writer

Waltham MA, United States

DASSAULT SYSTÈMES S.E. - SOLIDWORKS USER EXPERIENCE

May 2015 - January 2016

- Tested official product tutorials for compliance with user workflows in SOLIDWORKS 2016 and updated the tutorials if they were outdated.
- Designed and wrote new tutorials for the newly implemented advanced electrical and pipe routing tools added to SOLIDWORKS 2016.

## Skills

<b>Interpersonal</b>	Cross-team communication, specification design and evaluation, problem analysis, incident triage, security threat modeling
<b>Operations</b>	Ansible, OAuth, L2/L3 Routing, DNS, DHCP, Containers, Nginx, Apache, MySQL/MariaDB, MongoDB, OpenSSH, CI/CD
<b>Administration</b>	Windows Server, Debian/RHEL Server, Active Directory, LDAP, Microsoft Hyper-V, KVM, VMWare ESXi, Google Workspace, Microsoft O365
<b>Software</b>	Python, Bash, TypeScript, SQL, HTML, CSS, Git, Ansible, GNU Make, Terraform, PHP, PowerShell, Docker Swarm, GlusterFS