Edward Putt

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# DevOps & Infrastructure Automation Engineer

Experienced DevOps engineer with 20+ years of infrastructure, automation, and internal tooling expertise. Known for bridging legacy systems with modern DevOps principles through scripting, process redesign, and tool development. Operates with deep systems knowledge, strong reverse engineering instincts, and a problem-solving mindset honed by years in chaotic enterprise environments. Adept in PowerShell, NinjaOne, Microsoft Entra, Exchange/O365, and VMware. Now seeking a full-time home to apply hard-earned expertise to systems that matter.

# Core Skills & Tools

* **Automation**: PowerShell, VBA, Adaxes, API scripting, GPT-assisted tools
* **Monitoring & Logging**: NinjaOne, Nagios, Splunk (operational use)
* **Cloud & Identity**: Azure, Microsoft Entra ID (Azure AD), AD Connect, Office 365, Mimecast
* **Infrastructure**: Windows Server (2003–2022, including current implementation), Exchange (On-Prem & Online), VMware vSphere, Horizon View, Hyper-V
* **Development**: ColdFusion, C#, HTML/CSS/JS, SQL, PHP, .NET (light)
* **Tooling**: ServiceNow, Git (practical use), NinjaOne, Sophos, SharePoint, CommVault, Veeam

# Professional Experience

## DevOps / Windows Infrastructure Engineer (Contract)

Tek Systems Inc. > Ingles Markets Inc., Remote | Jan 2021 – Present

* Automated AD cleanup, maintenance and reporting for 3,200+ users using PowerShell and Adaxes in a multi-domain hybrid environment.
* Developed custom Excel/VBA tool that integrates data from GLPI, NinjaOne, and AD via APIs to identify rogue or stale assets; supports monthly audit cycles.
* Delivered internal tools and scripts adopted by team and management, including ServiceNow monitoring and mailbox compliance automation.
* Operational experience with Entra ID, O365, Exchange Online, Mimecast, server provisioning, and Windows patching.
* Monitored alerts via Nagios and NinjaOne, resolving issues across hybrid VDI and on-prem setups.

## Infrastructure Analyst (Contract – Fixed-Term)

Computer Aid Inc. > Pixelle Specialty Solutions, Remote | Mar 2020 – Dec 2020

* Supported VMware, Azure, and physical server environments across multiple sites.
* Created PowerShell automation for repetitive tasks and remediation workflows.
* Maintained backups via Azure Backup Server; configured Sophos rules; documented processes.

## Operational Acceptance Tester (Contract – Fixed-Term)

Computer Aid Inc. > DHL Supply Chain | Feb 2019 – Dec 2019

* Supported OAT testing and Windows server migrations (400+ systems).
* Provided 2nd-level support and AD content/security tasks.

## Systems Engineer & Tier 4 Support

Global Data Consultants, PennDOT, DataQuest – On-Site Roles | 2015 – 2019

* Supported over 30+ apps and environments including SharePoint, WebSphere, Domino, IIS.
* Managed VMware, Hyper-V, Exchange, clustering, file servers, firewalls, and malware protection.
* Created automated scripts and documentation to improve support operations.

## System Administrator / Developer

Penn State University: World Campus, IST, Department of Education | 2003 – 2014

* Developed Clockwork, a ColdFusion/SQL-based CRM that ran World Campus helpdesk operations for 10+ years.
* Built IST Faculty Portal for job applicants to submit credentials; solved major ColdFusion MX file upload issues using Java-based file handler.
* Managed 40+ Windows servers, implemented VMware environments, and supported student systems.

# Key Projects & Internal Tools

## SNOW Watcher *(2024)*

Browser-based ServiceNow queue monitor; alerts teams in real-time when unassigned tickets appear. Features include background monitoring, duplicate filtering, persistent desktop alerts, and wide team adoption.

## ClickGrabber (2025)

Custom tool written in C# to capture screen state post-click with folder targeting, preview window, and delay buffer.

## Excel Asset Reconciliation Tool (2025)

VBA-powered solution that merges data from GLPI, AD, and NinjaOne APIs to detect gaps and stale endpoints; used for monthly training and compliance snapshots.

## SID Cleanup Script for Local Groups (2025)

PowerShell-based cleanup tool deployed via NinjaOne to identify and remove invalid SID entries from local groups on Windows Servers; deployed as recurring hygiene task.

## BinDBPro (2022)

Inventory system for e-commerce across Walmart/eBay/Amazon; built with MariaDB/PHP; integrated Stripe.

## IST Faculty Portal (2012)

SharePoint + ColdFusion/Java app for job applicants; solved file size issues crashing CF MX.

## Clockwork CRM (2005)

ColdFusion + SQL-based helpdesk system for PSU World Campus; used for over a decade.

# Education

High School Diploma, Clearfield High School, PA

(Professional development via continuous project work and self-directed learning)