

Solutions Engineer | 12 Years in IT | Infrastructure, Security & Technical Documentation

Solutions Engineer with deep expertise in server, cloud, and network infrastructure supporting a complex portfolio of research administration systems. Brings a strong systems engineering focus and a consistent track record of independent technical decision-making, comprehensive documentation, and cross-functional collaboration across a regulated, mission-driven environment.

Professional Skills

Platforms

- Linux
- MacOS

Methodologies

- SDLC
- ITIL
- Agile

Functional Skills

- Technical Writing
- Knowledge Management
- Stakeholder Management
- Business Process Improvement

Technical Skills

- Cloud Computing (AWS)
- Containerization (Docker, ECS)
- Information Security
- Networking
- Load Balancing & WAF (NetScaler)
- VPN & Firewall Architecture
- TLS/PKI Certificate Management

Certifications

- AWS Certified Solutions Architect – Associate
- Certified ScrumMaster (CSM)
- ISC2 Certified in Cybersecurity (CC)

Professional Experience

Solutions Engineer | Weill Cornell Medicine

December 2023 – Present

- Developed and maintain a mature TLS certificate renewal process for Weill Cornell research systems, coordinating with Infrastructure/Operations, external vendors, and OSRA to ensure timely renewals with minimal overhead. Now in its fourth year, the process runs as a largely self-sustaining operational routine.
- Designed and completed a comprehensive service dependency matrix mapping upstream and downstream relationships across all RAC services, identifying previously undocumented dependencies and providing critical data for incident impact assessments. Delivered team training to establish it as a shared resource.
- Devised multi-cloud system architecture diagrams for current and future states of research systems, facilitating strategic planning.
- Orchestrated and facilitated MySQL database migrations for two research systems, ensuring smooth transitions and minimal downtime.
- Performed comprehensive analysis for AWS database sizing normalization for research systems to optimize resource allocation and cost.
- Contributing to a SAP-to-Workday migration initiative, documenting existing system integrations and data feeds to support integration planning and implementation.

Technical Specialist | Weill Cornell Medicine

July 2022 – December 2023

- Collaborated with Solutions Architect to establish and maintain a holistic research administration application architecture.

- Maintained detailed documentation of technical features of the research administration portfolio.
- Contributed to SDLC processes enhancements and solution design discussions.
- Assisted in identifying optimal methods to deliver required business functions based on specified business requirements.

IT Business Analyst | Weill Cornell Medicine

December 2017 – July 2022

- Managed and liaised with stakeholders to collect business requirements, create functional/technical specifications, analyze, and distribute data.
- Collaborated with cross-functional teams to ensure business process improvement.
- Utilized key performance metrics and data to provide strategic business recommendations for key stakeholders.
- Led project planning, workflow development, training, documentation, and administrative approvals required to advance over 5,000 Weill Cornell research studies.
- Maintained business reporting specifications to facilitate automation and optimization of Business Intelligence reports.
- Designed business process workflow diagrams to identify potential improvements in business operations.
- Conducted quality control testing and gap analysis to create and improve workflows and business processes.

Application Support Analyst II | Weill Cornell Medicine

October 2015 – December 2017

- Provided Tier 2 end-user support for research application modules.
- Provisioned user access rights to research application modules.
- Collaborated with lead analysts in the implementation, testing & training for new and enhanced functionality.
- Created and developed knowledge base in ServiceNow to store documentation, procedures, and solutions.

Systems Support Analyst | ClickIT Inc.

November 2013 – October 2015

- Provided Tier 1 end-user support for Microsoft Windows based systems & proprietary surveillance software.
- Conducted testing and analysis to enhance video analytics software.
- Created and maintained company knowledge base.

Education

Certificate in Systems Design

2021

Cornell University, Ithaca, NY

Master of Science in Information Systems

2011 – 2014

Long Island University, New York, NY

Bachelor of Science in Information Systems

2006 – 2011

Long Island University, New York, NY