

Colin Michael Haley

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WORK EXPERIENCE

Dell Boomi, Chesterbrook, PA **Senior *Integration Engineer*** Feb. 2018 – Present

- Explore new technologies for use with integration partners.
- Developed multiple proofs of concept for clients using multiple endpoints from Salesforce, NetSuite, ServiceNow and many others.
- Participate and provide feedback to team members in daily standup
- Responsible for highly detailed internal documentation, as well as less technically oriented client-facing.
- Published How-To articles on public facing Boomi knowledgebase.
- Coordinate with other Dell LOBs to move their integration platforms to Boomi.

Susquehanna International Group, Bala Cynwyd, PA ***Production Engineer*** Dec. 2015 – Feb. 2018

- Manage changes and upgrades to Production and Development Nagios environments, including implementation of client requests, testing version upgrades, and ongoing maintenance.
- Maintain and deploy configuration changes for low level multicast monitoring agents and engines.
- Interface with other teams to assist in consuming monitoring statistics and reports.
- Control Ganglia environment, including federation and consumption by other vertical teams.
- Maintain, support, and troubleshoot MongoDB, MariaDB, and MySQL production Environments.
- Primary support and engineering staff for trading-critical GigaSpaces platform both in Production and Development environments.
- Participate and coordinate major version upgrades in GigaSpaces environments for all business units.
- Work directly with developers to provide a more robust development environment and usable hardware.
- Coordinate large qtree migrations and maintenance for 2,400+ servers.
- Create scripts and automation tasks to assist other vertical teams with using primary platforms.
- Support rotation for overnight workflows and trading strategy generation.

Susquehanna International Group, Bala Cynwyd, PA **Trading Room Support** Jan. 2013 – Dec. 2015

Development

- Reduce an equipment reclaim workflow from ~60 minutes per machine to 30 seconds.
- Standardized the Powershell dependency packages for Enterprise User Services
- Created reports for use by support staff.
- Automated maintenance and notification for local databases.
- Created dozens of Powershell functions to more easily query against the environment and assess risks.

Projects

- Designed a full multi-database SQL Server Schema from ground up to store logfiles, reports and metrics queried from the global environment.
- Designed a reporting aggregation platform and predictive failure and statistic tool. This tool aggregates the majority of the data from the aforementioned SQL Database to an easily readable format and integrates with many other systems.
- Cleanup of IDF Rooms
- Centralized the Enterprise User Services Powershell script environment and migrated it to a source control system.
- Held powershell training sessions for organization-wide attendance.
- Participated in a high profile project to provide a real time streaming solution to trading and corporate research groups.
- Created a rolling backup solution for trading and developer client machines using USMT and WSMAN and a proprietary tool written by my team.
- Large equipment moves involving coordination from multiple groups

Arkema Inc., King of Prussia, PA ***SAP QM Support, Application Developer*** Aug. 2011 – Jan. 2013

- Maintain SAP QM Data vital to shipping of product and maintenance for Arkema's NA plants.

- Perform second-level SAP, Oracle DB, and SampleManager support.
- Work with other Business Groups to customize software packages for deployment.
- Document support processes and train end-users on common issues to lower call-volume for the Help Desk.
- Manage North Americas LIMS2004R2 to SampleManager10.1 deployment.
- Loaded Data and created SampleManager Limit/Phrase alignment for Arkema ACCP acquisition.
- Development and maintenance of Structure code in SampleManager.

Arkema Inc., Philadelphia, PA

Technical Support Analyst

Dec. 2009 – Aug. 2011

- Receive phone calls and e-mails requesting end-user support.
- Provide first-level support for approximately 2,500 users.
- Escalate tickets to the appropriate parties as needed.
- Track and manage all open cases in the SMART Ticketing System.
- Perform basic software testing for compatibility.
- Handle roll-out of new platforms and systems to recently acquired companies.
- Maintain and develop Sharepoint teamsite with documentation of any issues encountered.
- Took a lead role in training new Service Desk Employees.
- Developed a standard training platform for on-boarding.

Windows 7 Software Migration Manager

- Install and test various pieces of software on specially configured Windows 7 Virtual Machines.
- Contact secondary testers for more direct testing.
- Coordinate with team members to update testing Sharepoint site.
- Documented all interaction with users, including installation and removal instructions.

SKILL SET

GigaSpaces	Nagios	Ganglia	FPGA Card Operations	Systems Engineering
PowerShell	Enterprise Monitoring	Grafana	InfluxDB	MongoDB
C# .NET	Java	Python	Bash	HTML, CSS, JS
Desktop Support	Citrix XenApp	Active Directory	SAP QM	VMWare
LIMS Sample Manager	RSA ACE Console	Toad Client	MS Office Suite	Chef
Jenkins	Puppet	Ansible	Vagrant	AWS Ecosystem

Drexel University, Bachelor of Science in Information Technology