

CHRISTINA SELWAY

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EXPERIENCE

NOV 2021 – PRESENT

HUMANA

WEST PALM BEACH, FL

Associate Director, Cloud Architecture

Summary: Highly motivated leader of over 100 data engineers, architects, solution and platform engineers to support AWS, GCP/GKE, and Azure/AKS Cloud for all Analytics platforms, Data Hydration, Customer Experience App and Interoperability (API) Teams. Additionally, handling all operations requests for data platforms.

- Led integrations efforts, using agile methodologies, throughout the entire SDLC for development and migration to GCP/GKE and Azure/AKS.
- Created highly functional, self-sufficient, and motivated teams through career planning, coaching, and matrix/pod teams.
- Negotiated 2+ million dollars in cost savings for Streamsets renewal contract.
- Managed Streamsets relationship and support 17k pipelines to ETL data from on-premises EDW, Kafka, ASA, Mongo, Genesys to Azure ADLS Cloud and various analytic platforms.
- API creation in Google Cloud using AppServices, VMs, and Kubernetes. These integrations allow interoperability with patients, providers, and update EHR/EMR records.
- Onboarded new ETL platform (Nabu) and Spark computing (Yeedu) for cost reductions.
- Created training program to reduce incidents, problems, and issues, thus increasing knowledge within the org.
- Reduced cloud costs by 25 million through optimization efforts including the management of Unravel and use of Apptio and Cloudability.
- Team supports over 2000 users and 50+ development teams in cloud and pipeline development including: architecture reviews, best practices, dev-ops, automation, scripting, application and infrastructure troubleshooting, training, documentation, tooling, and liaison between other IT teams for fast support.

SEPT 2013 – NOV 2021

OFFICE DEPOT

BOCA RATON, FL

Sr. Manager, Distributed Systems, Retail Engineering and ITSM Dvmt. (OCT 2020 – NOV 2021)

Summary: Manager over OS team, Retail Store technology support, and ITSM platform owner including AD, Certificates, Windows, Linux, Unix, File/Print, SNOW, GLPI, Support of 1500 Cloud instances, 2500 On-premises servers, and 10,000 Retail Devices (servers, registers, etc.)

- Led cross-functional integration effort using agile for open-source development of GLPI (ServiceNow replacement).
- Development projects included integration using SOAP and REST APIs, as well as MFT file transfers.
- Form high performing and successful teams by acting as career managers for developers and engineers, perform roles and responsibility discussions, performance reviews, career dvmt, and act as a mentor.
- Azure DNS and Active Directory build out in support of server migration to Cloud.
- Architect for cloud systems in AWS and Azure using GIT for code merges/version control, Ansible CICD pipelines, and continuous monitoring.
- Manage yearly capital project budgets, expense maintenance forecasting and cost reduction plans.
- Evangelize best practices and process adoption through automation tools, pipelines, and consistent standards.
- Program managed the transition to Open-Source initiative. This included the migration of 600 servers from RHEL/SUSE to Open-Source CentOS saving the company \$1.4 million dollars annually.

- ServiceNow and GLPI Platform Owner - Managed the migration to GLPI including modules: Discovery, CMDB, Change Management, Problem Management, Incident Management, SLAs, and Knowledge Management. This initiative saved the company 750k per year in subscription costs.
- Migration from subscription monitoring tools to Open-Source versions: Zabbix, AWX, Jenkins, and GoAlert.

Sr. Manager, Databases and Distributed Systems (OCT 2017 – OCT 2020)

Summary: Manager over database and OS team including AD, Certificates, Windows, Linux, Unix, File/Print, MSSQL, Oracle, Couchbase, & PostgreSQL.

- The program manager over the migration of 900 on-premises VMs on aged ESX hardware to a newly built Digital Private Cloud on hyper-converged hardware.
- Introduced the team to automated administration by onboarding the following tools: RedHat Satellite, Ops Center, OEM, Pulp, SUSE Manager, CloudBees Jenkins, Active Directory, AD Azure, Certificates, Splunk Dashboards, automation via Ansible and BladeLogic. This brought consistency and speed to our area reducing headcount of vendor-supported level 1&2 costs and a negotiated discount of \$600 per server a year, totaling \$1.8 million.
- Safeguarded assets by applying security controls and enhancing monitoring on all managed systems using FIM, SIEM, PAM, Vulnerability Mgmt., AV, Container Security, 2FA, Secure RDP, AWL, host-based firewalls, micro-segmentation, firewall rules, group policy and NSX segmentation.
- Maintained systems SOX and PCI compliance quarterly including rolling in enhancements to reduce the manual work involved in data gathering and reporting.

Lead Project Manager - Infrastructure/Enterprise Architecture (SEP 2013 – OCT 2017)

- Successfully migrated 300 servers from on-premises data center to Cloud. This included deploying and securing multi-cloud environments: AWS, Oracle and Azure. Orchestrated automation utilizing GitHub, Ansible Tower and/or Jenkins for CI/CD pipeline, and Kubernetes for cluster mgmt. and microservices.
- In less than 6 months, successfully migrated 17,000 Google Mail Accounts to Microsoft O365 across multiple countries/forests reducing operating costs \$2 million annually. This included 10 million Google Drive Documents migrated to OneDrive; 7000 Google Forms and Google Sites re-created or migrated in SharePoint, and 70 million Google Vault messages moved to MS Archive.
- Managed \$30 million dollars in OfficeMax merger supply chain upgrades resulting in more efficient supply chain. Replacement of all warehouse infrastructure.
- Project managed over \$10 million in merger infrastructure projects. This included Kronos Clock Installs, Cognos and Hyperion Database Re-platforming, SOA App and Database Hardening. Upgrade Network Switches to 10G, Build out new Credit Card Firewall, and DataStage Upgrade from 8.1 to 11.3.1.
- Successfully completed Windows 2003 and SUSE 10 upgrade project staying within budget of \$8 million and completed on time, saving the company \$6 million in extended support costs on all new infrastructure.
- Upgraded and promoted 36 domain controllers, DNS, DHCP, Quest, Radius, AV, and SCCM servers from 2003 to 2012 OS; Upgraded all domains and forests to AD 2012 Functional Level.
- Efficiently managed the SharePoint Migration for 5000 sites from SP 2000 to Enterprise SP 2013 within one year: utilizing new structured hierarchy, user governance, archival/retention policies, and security model.

JUNE 2012 – SEPT 2013

COMMONWEALTH-ALTADIS INC.

FT LAUDERDALE, FL

Project Manager / Web Developer / Database Programmer

- Project managed and lead database developers for Payment Portal Project (Web portal that assisted 600 sales reps and 100,000 stores in obtaining timely rebates for contract, field, and buydown payments). Project benefit exceeded \$15 million. The technologies used and applications that needed to be interfaced into included: C#, ASP.NET, Oracle PL/SQL Procedures, CRM – Siebel, and ERP – Lawson.
- Project Developer for Global Intranet Upgrade, Creation of WebOE (Online Ordering System), and CRM enhancements using the following technologies: VB6 / VB.NET Web Development, SharePoint, and TSQL.

JUNE 2011 – MAY 2012

TLO CORP. tlo.com (Startup now Transunion)

BOCA RATON, FL

Project Manager / Sr. Developer

Applied extensive knowledge of data mining algorithms, data analysis, and statistics to enhance reporting and utilize new data by designing and developing transformations in C++ (Bolt) to associate data to unique individuals. Build, deploy and maintain petabytes of metadata inventories and data support tools daily. This was completed by translating business requirements into functional specifications for IT, assessing user requirements, and by procuring new data through vendors.

AUGUST 2005 – MAY 2011

OCWEN FINANCIAL CORP. ocwen.com

WEST PALM BEACH, FL

Manager, Account Management

Summary: Manager over database, contracts, paralegal, and large project software development team.

- Was selected as one of the 3 core people to travel to all merger sites and assess the integration of the two companies' software and hardware. My goal was to ensure no SW redundancy or data loss, application knowledge retention, and to provide management the technical design requirements on how to merge.
- Designed, sourced team, managed offshore developers, and tested proprietary software for 100's of loan consultants to use when engaging customers. Project benefit proved to be over \$2.5 million. Additionally, increased customer satisfaction, government approvals, and reduced quality control required. Programmed in Java, PHP and MySQL for HAMP, Mods, SAM, HAFA, Forbearance Plans, Short Sales, and Deeds in Lieu.
- Hired 30 new paralegals to meet loan servicing updated legal requirements and quickly learned and trained counsel on new state legislated process for foreclosure document validation.
- Oracle 9i and 10g database administration and management - RAC, TAF, Oracle Apps, PL/SQL.

EDUCATION AND AWARDS

FLORIDA ATLANTIC UNIVERSITY

BOCA RATON, FL

Master of Business Administration: 3.5 GPA (Cum Laude)

Bachelor of Computer Engineering: 3.3 GPA (Top 2% of my class)

PMP Certification: June 2012

CompTIA Security+ Certification: September 2015

SAFe Scrum Master Certification: March 2022

Awards/Achievements/Memberships:

- ❖ MENSA
- ❖ Six Sigma Green Belt
- ❖ FAU's Dean's Computer Engineering Academic Leadership Award
- ❖ Office Depot Values Award for Teamwork 2016
- ❖ Office Depot 5C Award for Commitment 2020

Volunteer Groups:

- ❖ Big Brothers / Big Sisters
- ❖ Take Stock
- ❖ PTA Loxahatchee Groves Elementary

PROGRAMMING LANGUAGES

Object Oriented: C#, C, C++, Java, Visual Basic 6 and .NET, Objective-C

Web Design: HTML, ActionScript, XHTML, DHTML, XML, CSS, HTML5, XCODE

Scripting Languages: Vbscript, Perl, PHP, JavaScript, YAML, Python, PowerShell, Bash

Data Oriented: SQL, PL/SQL, MySQL, T-SQL

APPLICATIONS

Microsoft: Visual Studio, SharePoint Designer, Visual C++, Office 365, ADConnect, Exchange, ADLS, PowerBI

Project Management: Microsoft Project, Clarity PPM, Jira, FogBugs, ALM, SmartSheets, ADO

Database: TOAD, SQL+, Informatica, Oracle SQL Developer, Cognos, MS SQL Server, Couchbase UI, Mongo, PostgreSQL

Web Design: Flash, Joomla, WordPress, Tumblr, Drupal, Photoshop CS5, Apple Designer, React Native

Virtual: Docker, VMware, vCenter, vRanger, Simplivity, Veeam, Doubletake

DevOps: Ansible, Tower, Jenkins, CloudBees Jenkins, GitHub, Satellite, Packer, Kubernetes, AWX, ADO, ArgoCD, Git, Jfrog Artifactory

Security: Splunk, Qualys, QRadar, Tripwire, SecureAuth, SailPoint, Avecto, WAF, CyberArk, Azure Sentinel, Akamai, PaloAlto Suite - Twistlock/Prisma, zScaler, HashiCorp. Sonarqube, Checkmarx SecAPI, Contrast DAST, Dynatrace, Cisco ASA, ThousandEyes

Middleware: IBM WebSphere, WebMethods

Monitoring: Tivoli, Dynatrace, CloudWatch, Foglight, Prometheus, CloudTrails

Other: Maximo, PagerDuty, OpsGenie, GoAlert, xMatters, Netscaler,

ITSM: Remedy, ServiceNow, GLPI

Cloud Environments: OCI, GKE, GCP, Private Cloud, Azure, AWS, AKS

Cloud Costs: Apptio, Cloudability, Unravel

Backup: Rubrik, Velero, NetBackup, Avamar

Data: Databricks, Streamsets, Snowflake, Kafka, Nabu, ASA, Snowflake

AI: Codeium, CoPilot, Strider, ChatGPT