

# Dave York

Cleveland, OH  
(602) 400-2630  
[daveyork@gmail.com](mailto:daveyork@gmail.com)

Senior DevOps Engineer | Expert in Infrastructure & Security Solutions | Technical Leadership & Innovation

## EXPERIENCE

### Encore Capital Group, San Diego, CA— Tech Lead / Principal DevOps Software Engineer

February 2019 - Current

- Developed a centralized Azure DevOps CI/CD pipeline for Infrastructure-as-Code, reducing deployment times and increasing release cadence 300%.
- Spearheaded the transition to Terraform for provisioning AWS and on-premises resources, modernizing infrastructure deployment practices.
- Developed a range of Ansible roles to enable the upgrade and deployment of legacy application servers, in addition to creating custom scripts to address specific technological and business requirements.
- Instrumented Datadog to establish comprehensive observability of application and infrastructure performance. Developed dashboards to promote cross-functional team collaboration and implemented monitors to ensure Service Level Agreements (SLAs) were consistently met.
- Provided mentorship to other engineers, fostering their adoption of emerging DevOps practices and enhancing their ability to manage operational escalations.
- Formulated a business continuity / disaster recovery plan for the company primary system-of-record that utilized Infrastructure-as-Code to achieve timely RTO / RPO objectives
- Rapidly iterated on infrastructure-as-code to address and remediate critical vulnerabilities, enhancing system security and reliability
- Helped Initiate and lead a DevOps Center of Excellence, a cross-functional team outside of my primary role, focused on advancing DevOps technologies and culture. Facilitated company-wide adoption through strategic discussions, knowledge sharing, best practices, and collaborative problem-solving, significantly contributing to enhanced operational efficiency and innovation.

## Technical Skills

DevOps Methodologies  
Technical Leadership  
Agile / Scrum  
Ansible / Terraform  
Linux / Windows  
Datadog / Observability  
Scripting  
PowerShell  
Azure DevOps  
Cloud / AWS  
On-Prem / vSphere  
CI/CD  
Security  
Firewalls  
Git  
REST APIs  
PKI/TLS  
TCP/IP  
DNS  
Active Directory

## Certifications

AWS Cloud Practitioner  
ITIL v4 Foundation  
Microsoft Certified  
Professional

## **Charlotte Russe, San Diego, CA— *IT Manager***

October 2016 - December 2018

- Served as a technical manager for the infrastructure team, providing supervision and project management for network, server, and desktop administrators and engineers.
- Managed seven direct reports within the team. Collaborated with the IT Director on budget tracking, and other high-level objectives
- Maintained my role as a subject matter expert in areas including Active Directory, PKI, and scripting/automation practices.
- Set up an internal public key infrastructure, enabling the company to replace expensive public certificates with internally signed certificates.
- Upgraded a 2003 AD Forest/Domain functional level to 2012 R2, coordinating with developers, system analysts, and vendors to ensure seamless Active Directory interfacing.

## **Charlotte Russe, San Diego, CA— *Consultant / Sr. Systems Engineer***

August 2007 - September 2016

- Managed diverse environments such as Active Directory, Public Key Infrastructure (PKI), centralized management, automation, authentication, and messaging. My role was underscored by a strong focus on monitoring, utilizing tools like SolarWinds
- Bolstered security measures with the implementation of Palo Alto Firewalls and Splunk log aggregation and alerting
- Developed an automated PowerShell script to expedite the deployment of point-of-sale machines at retail locations, saving over 2500 hours of outsourced work across 500 stores.
- Formulated and tested a business continuity / disaster recovery plan for domain restore and validated its performance in an isolated environment, documenting the findings for future reference.
- Leveraged RADIUS and Okta cloud services to configure Palo Alto firewalls for multi-factor authentication tokens for remote users.
- Deployed a production and development ADFS 2.0 instance adhering to Microsoft's best practice guidelines, providing reliable authentication for external vendors.

## **University of Phoenix Online, Phoenix, AZ— *Sr. Systems Administrator***

January 2006 - August 2007

- Managed the administration of Active Directory and Exchange for both corporate and student domains, encompassing over 350,000 active objects.
- Played a pivotal role in facilitating migrations to Exchange 2003.