Josh Gray

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PROFILE

A highly skilled and passionate problem solver with many years of experience in technology, possessing expertise in designing and implementing solutions to address business challenges in both public and private cloud environments. With degrees in Computer Science and System Engineering, along with numerous industry certifications (GCP, AWS, VMware), bringing a robust and comprehensive understanding of the tech landscape.

EMPLOYMENT HISTORY

Feb 2023 — Present

Senior Lead Engineer, Platform Engineering, TIAA
Broomfield, Colorado

Responsible for developing and supporting a self-service, highly automated enterprise hybrid-cloud platform. Demonstrated skills include Linux scripting, Python and JavaScript scripting, and proficiency with DevOps tooling such as GitLab. Experienced in Agile processes, APIs, and integration with other services. Utilized technology include VMware vSphere, VMware vRealize/Aria Automation, VMware Orchestrator, AWS and Oracle Cloud.

Major accomplishments include:

- Identified a lack of **monitoring and observability** across the platform non-production and production environments, and built a custom solution using python, bash and MySQL to to capture essential data and alert when needed.

- In the span of a year implemented an **upgrade** plan across all environments to catch up and stay at current secure and stable versions from the vendor, all **without incident and zero customer downtime**.

- Built a **pipeline of continuous deployment smoke tests** across the platforms that became an essential tool in quickly surfacing any underlying or dependency failures, when previously the team relied upon customer reported issues.

Mar 2022 — Feb 2023

System Development Engineer, Google
Boulder, Colorado

Responsible for leading the Production Operations team within the Google Cloud Bare Metal Service product area, collaborating with cross-functional groups to enhance service quality and customer satisfaction. Additional duties involve technical work on exploratory and proof-of-concept automation projects using bare metal, Python, Ansible, and GCP services.

May 2020 — Mar 2022

Technical Enablement Lead, Google
Boulder, Colorado

Within Google Cloud Learning Services, responsible for creating lab content, recordings, presentations, and events to enhance the skills of technical internal employees. Technical expertise covers the majority of Google Cloud's application workload-centric products, including all virtual machine and container-based offerings, along with related automation and data components.

Jul 2015 — May 2020

Principal System Architect, Pivotal
Denver, Colorado

Technical Lead on an internal private cloud platform using agile methodologies. Managed technologies across the stack, from automating bare metal hardware provisioning to delivering Infrastructure as a Service (IaaS) on vSphere and Platform as a Service (PaaS) on Pivotal Cloud Foundry (PCF) and Pivotal Container Service (PKS). Development focused primarily on Python and Bash, utilizing Concourse as the CI/CD engine.

Major accomplishments include:

- Led the **planning**, **building** and **operation** of an internal **platform** lovingly named HAAS (Hardware as a Service), a system consisting of racks of bare metal hardware across two sites (California and Ireland) that produced ready to use VMware+Cloud Foundry environments without a human lifting a finger.

- **Mentored** junior engineers, bringing them up from junior levels to fully contributing senior members of the team.

Jun 2013 — Jul 2015

Senior Solutions Engineer, VMware
Remote

As a Solutions Engineer in the Pre-Sales group of Global Services, focused on field enablement. Developed and delivered content such as labs, recordings, and presentations to field engineers globally, both in-person and remotely. Specialized in automating and integrating products using APIs and vCenter Orchestrator. Additionally, handled top deal customer escalations and engagements.

Major accomplishments include:

- Built training materials, and lab environments across VMware's products used in **30+ international internal training events** a year, and multiple public events such as **VMworld in the US, Europe and Asia**.

- **Delivered training** sessions across the world with the focus on DevOps and cloud native technologies.

Jun 2008 — Jun 2013   Staff Technical Support Engineer, VMware   Broomfield, Colorado

Global Technical Lead overseeing multiple VMware products and technologies, contributing to cross-functional teams throughout the release cycles of new product versions. Successfully managed critical customer cases and escalations. Delivered presentations at global, regional, and local events, showcasing expertise and insights in VMware technologies.

Major accomplishments include:

- **Rose through the ranks** from front line support to escalations to global technical lead.

- Handled many **critical customer escalations** including being rewarded with an invitation to the yearly sales retreat (only one of two ever given)

- Contributed to the forming of a **cross functional team** based within support that interfaced with a number of other departments, focusing on quality planning, release and support of the major products.

- **Presented** at VMworld and local/regional events

EDUCATION   MS in System Engineering, Regis University

BA in Computer Science, University of Missouri

SKILLS

Amazon Web Services (AWS)	PHP
Ansible	Pivotal Cloud Foundry
Automation	Puppet
Bare Metal	Python
Bash	Salt
DevOps	SQL
Gitlab / Git / SCM	Terraform
Google Cloud Platform (GCP)	Virtualization
Linux	VMware
MySQL	

CERTIFICATION   Amazon Web Services (AWS)

AWS Certified SysOps Administrator - Associate

AWS Certified Cloud Practitioner

Google Cloud (GCP)

Professional Cloud Architect
Professional Cloud Developer
Professional Cloud DevOps Engineer
Professional Collaboration Engineer
Associate Cloud Engineer

VMware

VMware Certified Associate – Cloud (VCA-Cloud)
VMware Certified Associate – Data Center Virtualization (VCA-DCV)
VMware Certified Professional - Datacenter (VCP)
VMware Certified Professional – Cloud (VCP Cloud)
VMware Certified Advanced Professional – Datacenter Administration
VMware Certified Advanced Professional – Datacenter Design