

MICHAEL MAU

65 Yale Avenue, MA 02360 · 781-336-6918

michael061903@gmail.com



As a technical technology operations manager, I drive operational excellence through innovative solutions and experience that has spanned many technologies and tools over the course of my career.

I'm a self-proclaimed nerd with an eye towards positions that will allow me to grow into a senior leadership role, while leveraging my technical background in a unique way, driven through automation and metric tracking.

SKILLS/TOOLS

- Application Delivery (F5): LTM, GTM, APM, ASM, SSLO
- Application Delivery (Broadcom): NSX-ALX
- Application: Django, Flask, Nginx, HAProxy, Docker
- Scripting: Bash / Python / TCL
- Automation: Terraform, Ansible
- Virtualization: vCenter / vSphere / ESXi
- IPAM: QIP / BlueCat
- Problem/Project Tracking: Remedy / Jira / ServiceNow
- Experience in SRF, Engineering, Operations, and Architecture
- Systems Monitoring: SevOne, IBM Watson, Splunk
- Metrics analysis
- Maximizing team resource potential/upskilling
- Manage AWS and Azure VMs, key rotations, cloud resolvers, etc...

- NTP: Microsemi/Microchip
- IDRAC, iLO, AOM, console management
- End to End SSL Certificate Lifecycle Management; including FIPs/HSM
- I talk everyone's language from L1 through senior leadership
- 20+ years of experience working on all Linux distros
- Machine Learning – Entry level

EXPERIENCE

01/2024 – PRESENT – **OPS TECHNOLOGY MANAGER**, BANK OF AMERICA

- Manage two teams (14 resources) covering a 24/7, follow-the-sun model in the DNS and Load Balancing space (IP Services)
 - Co-manage a third team (AppViewX Operations)
- My teams are responsible for triaging and correcting all problems in the DDI and Load Balancing spaces, covering 2,500+ devices, while working closely with our architecture partners for standards auditing and our monitoring team for improvements.
- Responsible for approving/denying extinction level event related emergency changes that bypass standard change approval.
- Leverage my bash/python scripting background to automate/streamline processes to better optimize team resources.
- Interviewing, hiring, and training plans of new teams and team members
- Driving vendor relationships and improvements with our dedicated resources
 - Example: F5, Broadcom, AppViewX, Dell, Forward Networks, Bluecat, and Microchip
- Generating process improvements internally and in coordination with architecture teams and standards
- Managing / Driving multiple projects simultaneously
- Preparing my team for upcoming technologies (example: F5OS / R-Series)
- Technical SME

06/2019 – 01/2024 - **OPS TEAM LEAD - OPERATIONS**, BANK OF AMERICA

- Led a team of load balancing engineers comprising 9 resources.
- Responsible for approving/denying extinction level event related emergency changes to bypass standard change approval.
- Defined/refreshed Operational runbooks
- Coordination of a 24x7 support model
- Drove cross training between my DDI and Load Balancing resources with high success.
- Drove AppViewX route away dashboards to remove human error
- Automating repeatable tasks, such as user targeted remote access session termination
- Prepared the team to support upcoming technologies, like cloud services support (AWS|Azure) and hypervisor management (currently vCenter)

- Implemented a global route away schedule to manage project teams expectations and simplify the process

01/2017 – 06/2019 - LEAD ENGINEER - SRF, BANK OF AMERICA

- Three of 100+ Vodafone employees brought in-house
 - I was brought on specifically to stand up a service request fulfillment team of 12 resources
- Creation and implementation of end-to-end design processes
- Interviewing, hiring, and training of new teams and team members
- Implemented a global certificate renewal strategy, with an eye towards automation
- Key member of global design review/approval team
- Drove AppViewX design templates and implementations to remove human error

06/2015 – 01/2017 – L3 TEAM LEAD, VODAFONE INC

- Dedicated SME to the Bank of America support account
- Preparing Load Balancing, DNS/DHCP, Proxy, and AppViewX change plans and supporting all problem investigations and design/build spaces
- Interviewing and training new hires
- Creating of improved process documentation
- Join as a designated peer reviewer and SME for all engineering teams
- Project management such as automation of configuration implementations and load balancer migrations

05/2013 – 06/2015 – SYSTEMS ENGINEER, VODAFONE INC

- Dedicated SME to the Bank of America support account
- Preparing Load Balancing, DNS/DHCP, Proxy, and AppViewX change plans and supporting all problem investigations and design/build spaces
- Top ranked metrics
 - Over 99% accuracy on first time designs and set the bar for the team

01/2011 – 01/2013 – SENIOR NETWORK ENGINEER, FIDELITY INVESTMENTS

- Configuration of F5 Big-IP and 3DNS load balancers on the architecture team
- Project management such as software upgrades and migrations (Big-IP v4.5 > v9)
- Completed 1200+ DNS requests / Successfully trained 12 new hires

01/2006 – 01/2011 – NETWORK ENGINEER, FIDELITY INVESTMENTS

- Configuration of F5 Big-IP and 3DNS load balancers on the engineering team
- Completed 1200+ Production project requests and 1400+ QA project requests
- Project management such as software upgrades and migrations

05/2005 – 11/2005 – INTERN, FIDELITY INVESTMENTS

- Configuration of F5 Big-IP and 3DNS load balancers
- Configuration of DNS A-Records and C-Names
- Successfully completed 50+ Production project requests and 100+ QA project requests

EDUCATION

09/2000 - 09/2002

ASSOCIATES - COMPUTER SCIENCE, ITT TECHNICAL INSTITUTE

Graduated with a 3.0 GPA

ABOUT ME

Some activities that I enjoy are weight training and pick-up basketball. I enjoy learning new things; especially involving learning new technology or automotive related skills in my spare time. My current side project is machine learning and furthering my python skills.