

Ryan Stoegbauer

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Technical Analyst

A strong methodical analyst across a broad set of technologies within the Datacenter and Cloud. A developer and administrator with a passion for analytics, automation, compliance and incident management to develop solutions integrating business applications. Expanding visibility and automation to close the gaps of costly manual efforts. Education includes a B.S in Computer Science and an A.A.S in Network Systems Administration.

Global Network Monitoring via Splunk

Utilizing Cisco’s Catalyst Center and Palo Alto’s Prisma SD-WAN platforms to ingest data via API, I developed the strategy per internal LAN and WAN network team requirements to provide performance and health metrics. Analyzing these metrics we provide visibility into not only UP / DOWN scenarios but trending items such as cpu, memory, noise, transactions and utilization.

Migrate Critical Incident Management via xMatters

Supporting the Autosys to Stonebranch migration I’ve successfully built a like to like process to escalate all incidents to the appropriate designated support analysts within the company utilizing xMatters. This ensured the right personnel are on the problem quickly within seconds of where business has been impacted.

Areas of Excellence

Splunk SPL
Dashboards and Reporting
Python / Javascript
Security

Requirement Gathering
Automation
Critical Incident Management
xMatters Workflows

Workload Automation Autosys Edition
Stonebranch
Web Development
Technical Leadership and Training

Professional Experience

Colgate-Palmolive Company, Piscataway, NJ

2021 to present

Technical Analyst

Development & Automation

Splunk

- Requirement gathering for new reporting requests and data queries from users
- Create Splunk Search Processing Language (SPL) queries
- Create Alerts, Reports and Dashboards
- Deploy reporting solutions for various IT Operations Use Cases
- Meet compliance requirements by monitoring, alerting and reporting on machine data
- Implement new and enhanced features as requested by the application teams

Penetration Testing

Security

- Evaluate and implement the appropriate security tools to meet department objectives
- Support and assist the overall objectives of vulnerability and risk reduction
- Deliver reports of identified vulnerabilities, determining their criticality levels, as well as reporting on remediation progress to the relevant stakeholders

xMatters

- Design and implement critical incident management workflows per use-case
- Implement supporting team on call schedules for notifications via phone, text

Stonebranch

- Design and implement the workflows to integrate with Splunk for visibility and self service to the stonebranch and business application teams

Technical Leadership & Project Management

- Provide updates of progress, status and feedback to stakeholders defined within the communications plan
- Lead sprints coordinating with team members and vendors to develop, test and document automated solutions for incident management
- Improve documentation and communication between teams and sites

Colgate-Palmolive Company, Piscataway, NJ

November 2019 to June 2021

IT Support Engineer

Development & Automation

Splunk

- Requirement gathering for new reporting requests and data queries from Users
- Create Splunk Search Processing Language (SPL) queries, Reports and Dashboards

Stonebranch

- Support the migration from the Autosys scheduling platform
- Design and implement the strategy for critical incident management workflows
 - Integrate with xMatters On-Demand (SAAS Solution)
 - Gather requirements from the business and datacenter support teams
 - Replicate previous business processes
 - Provide critical escalation via email, sms and phone to the SAP business application and datacenter support teams
- Google Cloud
 - Develop and support a “Chatbot” for the level 1 teams to provide quick visibility to escalation information and automated calling via xMatters to the required support

teams.

Administration

- Stonebranch
 - Design, implement and support the migration of 40,000 SAP jobs from Autosys (WAAE) to the Stonebranch platform

Colgate-Palmolive Company, Piscataway, NJ

June 2010 to November 2019

IT Operations Analyst

Development and Automation

- xMatters
 - Gather escalation requirements from stakeholders
 - Design and implement the strategy automating critical incident management workflows for all SAP business application teams
 - Train business application teams
 - Continue to work with application teams and review additional requirements as needed
- IBM Tivoli Netcool Impact
 - Support the delivery of automation, standardization and simplification initiatives
 - Conduct sprints with the Impact Developer team to develop, test and document automated solutions for critical data center alerting
 - Develop solutions for the alerting of SAP programs scheduled via Autosys to eliminate manual process and free capacity within the department

Administration

- Computer Associates - Workload Automation Autosys Edition Administrator 4.5, 11.3, 11.3.5, 11.3.6, 11.3.6 SP8
 - Support application incidents, availability, maintenance and upgrades
 - Maintain Colgate standards for job scheduling to streamline efficiency, growth and scalability
 - Support Colgate Business Planning and other critical End of Day, Week, Month and Year scheduling as well as many other periodic jobs.
 - Ensure job flow vision of the business process dependencies and eliminate manual intervention
- xMatters Administrator (SAAS Solution) 5.1.8, 5.1.8.2
 - Install and support the on-premises agent
 - Support the xMatters tool to integrate with the Autosys (WAAE) platform providing a solution for automated incident management
- Termalabs - JAWS Administrator 4.2.2, 5.2.1

- o Support the JAWS app for visibility into SAP job analytics and forecasting
- o Expand visibility and provide self service to the business application teams

Datacenter Infrastructure Monitoring and Support

- Support All monthly maintenances
- Support and contribute to 7x24x365 monitoring of all systems to aid in keeping a 99.9% production up-time with minimal Performance and Reliability impact
- Provide ongoing support for the business including applications, hardware and availability through proactive and reactive monitoring to obtain root cause analysis and timely resolutions

Additional Responsibilities

- Migrate team storage and documentation to a new single organized location for storage within Google Cloud of all past, present and future documentation
- Google Cloud Platform, Windows Server, IBM AIX, Suse Linux Enterprise Server, VMware vCenter Server,
- Oracle 11g, SAP HANA, DB2, SAP NetWeaver, Batch Processing

Merck & Co., Whitehouse Station / Rahway, NJ

October 2006 to August 2008

Desktop Support Analyst

- Supporting a population of 4000+
- Level I and II End User Support
- Supervise Level I team consisting of 5 members
- Liaison between support levels and additional IT departments

EDUCATION

A.A.S in Network Systems Administration

DeVry University, North Brunswick, NJ

B.S in Computer Science, In-Progress

University of Illinois Springfield, Springfield IL
