

# Brian DeVore

## AWS Consultant

---

### Brian DeVore

11316 Upper Georges Creek Rd. SW  
Frostburg, MD 21532

301.707.8704

brianfdevore@gmail.com

---

---

## Skills

### AWS Skills

EC2, ELB, Lambda, Elastic Beanstalk, ECS, Fargate, RDS, Aurora, Elasticache, DB Migration Service, DynamoDB, SES, Amplify, Comprehend, Polly, Transcribe, Rekognition, Translate, Lex, CloudWatch, CloudFormation, Auto Scaling, CloudTrail, Config, OpsWorks, Organizations, Trusted Advisor, IAM, Cognito, KMS, WAF, EBS, EFS, S3, Storage Gateway, Glacier, VPC, CloudFront, API Gateway, ELB, Direct Connect, Route53, Kinesis, Budgets, Cost Explorer, SQS, SNS, Step Functions, Athena

### Other Skills

Enterprise Architecture, Cloud Computing, IT Service Management, Solution Architecture, IT Transformation and Cloud Adoption/Migration, Managed Cloud Services, Web Design, Web Development, Microsoft .Net/C#/MVC, MSSQL, MySQL, T-SQL, SSMS, Java 2 SE, HTML, CSS, Javascript, Infrastructure-as-Code/IaC, DevOps, CI/CD, Python, Nodejs, Terraform, Ansible, Chef, Jenkins, Git/GitHub, BitBucket, Jira, Confluence, Linux Administration, Bash, ServiceNow, Freshservice/Freshdesk, Zapier, Twilio.

---

---

## Experience

---

### Brian DeVore Consulting, LLC / AWS Senior DevOps Engineer

October 2018 - PRESENT, FROSTBURG, MARYLAND

#### AWS Cloud Technology and Engineering Consultant

I provided technology and engineering consulting services to various clients in the NGO and SMB markets to support their workloads running on the AWS cloud platform.

#### Industrial SaaS-based SCADA System

I provided ongoing infrastructure and application management and consulting services for a SaaS-based industrial SCADA system which provides swimming pool monitoring and remote water management capabilities. The system is hosted on AWS and supports hundreds of thousands of end users nationally. I routinely performed next-generation managed services for the infrastructure, as well as full-stack application support for ongoing system enhancements and bug-fixes.

### **Citrix XenApp Virtualization Solution**

I provided ongoing operational support for an AWS cloud-based Citrix XenApp virtualization solution for an NGO client (a business unit within The World Bank Group). This solution was deployed in a high-availability architecture and provided support for streaming the client's custom application suite to its users while maintaining enterprise controls and governance for system access, data protection, and continuity of operations.

### **Digital Marketing Consultant**

I provided digital marketing strategy and implementation services to service-based SMB clients with local customers to support online visibility and business growth. I provided services on a strategy-first, results-driven basis using marketing channels such as search engine optimization, paid advertising management, email marketing, content marketing, and implementations for CRM software and marketing automation workflows.

### **Deloitte Consulting, LLP / Specialist Master**

MAY 2019 - NOVEMBER 2019, LAKE MARY, FLORIDA

#### **CMS Internal IT Service Management**

I led and managed a team of 6 to formalize and deliver internal IT service management capabilities for the US Firm's enterprise Cloud Managed Services offering. Our team was responsible for supporting, maintaining, and enabling agile ITSM services in a rapidly changing and complex dynamic multi-cloud environment with stringent security, compliance, and IT governance constraints.

#### **Client Dashboard Web Application**

I provided the creative vision, leadership, and ongoing project management for the design and development of an entirely custom-built and proprietary SaaS-based client-facing web application for our portfolio of enterprise cloud managed services clientele. The application was built on top of the existing ServiceNow enterprise ITSM platform and provided deep analytics and rich visualization for key performance metrics related to the client's Deloitte-managed workloads in the cloud. I led a team of 10 offshore and 3 onshore resources as part of the delivery for this project. This initiative was part of the Firm's larger Cloud Managed Services offering and proved to be a key differentiator in the marketplace.

### **Deloitte Consulting, LLP / Solution Manager**

MARCH 2017 - MAY 2019, LAKE MARY, FLORIDA

#### **Project Delivery Manager**

I was deployed in multiple client engagements to provide service delivery management for the ongoing delivery of the Firm's Cloud Managed Services offering for Fortune 500 clients in the Health Sciences and

Financial Services industries. I served as the primary point of contact for those client service engagements and led a globally distributed team in providing enterprise-class IT service management across the application and infrastructure layers of the solution stack.

### **AWS MSP Partner Audit**

The Firm desired to achieve "Premiere Consulting Partner" status with AWS as part of its strategic cloud initiative, which in turn required a host of other AWS competency certifications, including the AWS MSP Partner competency. I led a 6-month long internal project involving dozens of practitioners from the Firm to prepare for and successfully complete the intensive 2-day on-site audit. There were nearly 100 controls which each required evidence of compliance in the form of documentation, live demonstrations for capabilities, and other artifacts. Not only was the audit a success, but I was able to achieve a perfect score which enabled the Firm to avoid the full rigor of the annual renewal audit the following year, thus saving the Firm a substantial amount of money. The auditor noted that it was one of the most well-organized and well-executed audits he had ever conducted.

## **Day 1 Solutions / Operations Manager, Cloud Managed Services**

MARCH 2017 - MAY 2019, MCLEAN, VIRGINIA

### **Operations Manager, Cloud Managed Services**

I provided management oversight for the delivery of ongoing cloud managed services to clients. This included managing a local and distributed team of support engineers providing management services for workloads on the AWS cloud IaaS platform, including services such as application and infrastructure monitoring, Incident management, Problem Management, Change Management, backup and disaster recovery planning, patching, cost optimization, solution architecting, and much more. Day 1 Solutions was a 50 person boutique AWS cloud services Firm serving SLED and SMB markets. I key contributor to the development and adoption of next-generation cloud management practices for the company, in alignment with AWS best practices for managed service providers.

### **AWS MSP Partner Competency**

I co-led a small team within the Firm in pursuit of the AWS MSP Partner Competency certification two times, both of which had successful outcomes, enabling further expansion into AWS cloud managed services opportunities. I had significant contributions in the areas of IT service management, process automation, security management.

### **Internal Process Management Software**

I designed and developed a custom SaaS-based web application to assist in streamlining operational processes and further automating service delivery for our managed services client base. This software was instrumental in carrying out high-value services for numerous security and network operations management engagements, and additionally provided support for other business workflows such as adherence to

compliance frameworks and task management. I did all of the design and development of the software without assistance while managing daily operations for the Firm.

## **Logic Method IT / Operations Manager, Cloud Managed Services**

JANUARY 2012 - MAY 2015, RESTON, VIRGINIA

### **Operations Manager, Cloud Managed Services**

I provided management oversight for the delivery of ongoing cloud managed services to clients. This included managing a local and distributed team of support engineers providing management services for workloads on the AWS cloud IaaS platform, including services such as application and infrastructure monitoring, Incident management, Problem Management, Change Management, backup and disaster recovery planning, patching, cost optimization, solution architecting, and much more. Logic Method IT was a 7 person boutique AWS cloud services Firm serving the NGO and SMB market. I was a key contributor to the development and adoption of next-generation cloud management practices for the company, in alignment with AWS best practices for managed service providers.

### **Web Developer**

I provided web development services for internal and client service work primarily on the Microsoft stack (ASP .Net/C#/MVC/SQL Server).

My responsibilities included:

- Write well designed, testable, and efficient code in alignment with industry best practices
- Create front-end layouts/user interface by using standard HTML/CSS/JS practices
- Integrate data from various back-end services and databases
- Gather and refine specifications and requirements based on technical needs
- Create and maintain appropriate documentation
- Be responsible for maintaining, expanding, and scaling infrastructure resources as needed
- Stay abreast of emerging technologies/industry trends and apply them to practice as appropriate

---

## Education & Certifications

---

**Frostburg State University / B.S. Computer Science**  
DECEMBER 2011, FROSTBURG, MARYLAND

**AWS Certified Solutions Architect**

Associate Level Certification

**AWS Certified Developer**

Associate Level Certification

**AWS Certified Cloud Practitioner**

Associate Level Certification

**ITIL V3**

V3 Foundations Certification