DONAVON MILLER

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PROFESSIONAL SUMMARY

Infrastructure Engineer securing 300+ production and BCP servers across 9 enterprise applications, backed by 7 years of production support and systems operations in regulated environments. Deep troubleshooting across infrastructure, integrations, and platform migrations.

TECHNICAL SKILLS

Monitoring & Log Analysis: Splunk, Elasticsearch (ELK), Grafana, Power BI

Database & Query Tools: SQL Server Management Studio (SSMS), Database Performance Analyzer, SQL Sentry, Azure Data Studio

ITSM & Project Management: ServiceNow, Enterprise Jira (Agile/Kanban), Salesforce

Virtualization & Infrastructure: Hyper-V, Oracle VM, Windows Administration, Active Directory, Linux, PowerShell, AWS

Diagnostics & Packet Analysis: Fiddler, Wireshark, DebugView, Process Monitor (ProcMon), Performance Monitor (PerfMon), Chrome/Edge DevTools

Security & Vulnerability Management: Qualys, Prisma Cloud, IBM Guardium, Vulnerability Remediation, Patch Management, SSL/TLS Certificate Lifecycle

EXPERIENCE

Infrastructure Engineer, Wells Fargo (Contract)

Charlotte, NC | *June 2026 – Present*

- Own vulnerability management for 300+ production and BCP servers supporting 9 physical security applications, consolidating findings from Qualys, Prisma Cloud, and IBM Guardium to drive remediation within enterprise SLA timelines.
- Perform hands-on vulnerability remediation across non-production servers, then document validated procedures and submit ServiceNow change requests enabling the platform team to safely apply the same fixes to production and BCP environments.
- Export vulnerability data from Power BI into custom Excel reporting and lead weekly status reviews with application managers, covering aging findings, SLA risk, and remediation plans.
- Track and remediate SSL/TLS certificate findings across supported application servers, including expired certificates, upcoming expirations, and signature verification failures, coordinating renewals through ServiceNow before expiry impacts availability.

Systems Operations Engineer, Wells Fargo (Contract)

Charlotte, NC | *June 2024 – June 2026*

- Ensured system reliability and business continuity for the Physical Identity and Access Management System (PIAMS) serving 3,000+ enterprise facilities through production support, application troubleshooting, access management, configuration, and user acceptance testing (UAT) for production migrations.
- Led deployments and ongoing support of legacy Alert Guardian on Java/Tomcat stacks.
- Supported the Physical Identity and Access Management System (PIAMS) migration to a cloud platform from on-prem, coordinating testing, rollback planning, and stakeholder communication across engineering and vendor teams.
- Served as a primary technical liaison with enterprise vendors for defects, coordinating resolution across internal engineering and external vendor teams to minimize production impact.
- Translated requirements into clear, detailed user stories and acceptance criteria on Kanban Boards in Enterprise Agile Jira.
- Wrote SQL queries against PIAMS data to investigate user-reported issues and validate data integrity.
- Designed Splunk dashboards and reports for real-time system monitoring, enabling proactive identification of anomalies before they escalate to production incidents.
- Managed change requests end-to-end in ServiceNow, ensuring efficient workflow and adherence to IT service management processes.

Technical Support Engineer, Intradiem Alpharetta, GA | *February 2023 – December 2023*

- Delivered enterprise-level SaaS product support for Intradiem's B2B workforce automation platform (WFM) by diagnosing and resolving integration, performance, access management, and configuration issues using Fiddler, Wireshark, DebugView, and Process Monitor, maintaining 100% SLA compliance across all assigned accounts.
- Collaborated with development and customer success teams to resolve complex technical support cases.
- Analyzed system logs across both Windows and Linux environments to identify root causes of user-reported issues.
- Led escalation meetings with management at 7 enterprise organizations, resolving high-priority support cases that directly impacted client business operations.
- Leveraged Postman to execute and troubleshoot REST API calls, accelerating diagnosis of integration-related issues and shortening mean time to resolution.

Application Engineer, SolarWinds Charlotte, NC | *November 2021 – January 2023*

↑ Promoted from Technical Support Representative

- Provided Tier 3 technical support specializing in premier enterprise customers and high-priority B2B cases for Database Performance Analyzer, SQL Sentry, and Database Mapper.
- Mentored Tier 1 and Tier 2 support teams, managing escalated cases and ensuring resolution of complex issues across network, SQL permissions, and application layers.
- Resolved a wide range of issues from port configuration and firewall restrictions to complex software defects requiring deep log file analysis.
- Consistently led the team in case closures, maintaining the **highest monthly resolution rate**.
- Achieved a **99% positive satisfaction rate** based on customer feedback surveys.

Technical Support Representative, SolarWinds Charlotte, NC | *January 2021 – November 2021*

↑ Promoted from Technical Specialist

- Acted as the primary point of contact for customer-reported incidents involving software and services in a B2B environment.
- Assisted DBAs in troubleshooting performance issues on database servers, ensuring system efficiency and uptime.
- Provided support for SQL Sentry and Database Mapper, with a primary focus on SQL Sentry, a Windows-based application used for monitoring databases.
- Guided and educated customers within established procedures, ensuring thorough solutions to their technical and service-related inquiries.
- Created backend queries to investigate and troubleshoot issues at the database level of SQL Sentry in customer environments.

Technical Specialist, SolarWinds Charlotte, NC | *September 2019 – December 2020*

- Developed deep product expertise in SQL Server environments through customer-facing technical support for SolarWinds database monitoring products including SQL Sentry and Database Mapper.

EDUCATION

Bachelor of Science (BS) in Business Administration, Computer Information Systems *2019*

Appalachian State University – Boone, NC

CERTIFICATIONS

AWS Certified Cloud Practitioner In Progress

Amazon Web Services

PROJECTS

AI Investment Dashboard — Next.js, React, Claude, Plaid, Finnhub, LLM Integration

- Built a portfolio intelligence dashboard integrating 6+ financial data APIs, with all API keys secured server-side behind Next.js API routes acting as proxies.

- Engineered LLM analysis pipelines using strict JSON schema validation and a Claude Vision integration for automated holdings extraction via forced tool-use structured output.