

# Thomas Gallagher

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**Education**      **Coastal Carolina University | Conway, SC**  
Bachelor of Arts: History | Minor: Anthropology

**Work Experience**      **Slalom Inc. | Tampa, Florida**

*Nov 2021*

*Present*

Consultant – Cloud Engineer (Nov 2021 - Present)

- Led cloud infrastructure projects for multiple clients, specializing in greenfield cloud deployments and cloud foundations.
- Ran several large scale cloud migration projects, from on-premises to AWS, and a few cloud-to-cloud migrations
- Executed several AWS IAM Identity Center implementations, migrating from other Identity Providers into IAM Identity Center.
- Utilized Lambda and Python to achieve needs on several projects, including writing a script that grabs all servers in the AWS Migration Hub and tagging them with the necessary tags.
- Became an expert in CloudFormation.
- Executed many AWS MAP Assessments from end-to-end.
- Built several end-to-end data pipelines using Kinesis to Redshift.
- Architected and led cloud migrations of thousands of servers and workloads, executing them at the highest level of service.
- Participated in internal skill building initiatives, creating accelerator projects to achieve upskilling, including leading the team that built a “Microsoft on AWS” accelerator which utilized AWS CodeBuild, CodeDeploy, CodePipeline, CloudFormation, AWS Managed AD, RDS, and FSx.
- Delivered several workshops, most recently on Amazon WorkSpaces, and the benefits of migrating from VMWare Horizons into Amazon WorkSpaces. During this workshop, I created training materials for a customer, allowing them to successfully execute the creation of Amazon WorkSpaces from end-to-end.

**ThinkStack | Tampa, Florida (Remote)**

*March 2020*

Infrastructure Engineer

*Nov 2021*

- Responsible for maintaining the company codebase, primarily in Terraform
- Led DevOps team after unexpected departure of DevOps director
- Held weekly one on ones with members of the Cloud and DevOps teams
- Delivered performance reviews
- Worked with Cloud and DevOps teams to standardize Cloud Migration practices.
- Architected and Executed hundreds of AWS Migrations from legacy to cloud.
- Architected and Executed dozens of Office 365 Migrations, from any mailing system into M365.
- Participated in a Monday-Sunday on-call rotation, responding to any emergencies.
- Part of the organization’s “SWAT” team, responsible for responding to any critical security threats. I was an instrumental part of this team, assisting in identifying the threat, and actively preventing the hostile seizure of a major credit union’s Exchange server.
- Executed several Windows server hardening projects, helping to increase the security posture of hundreds of credit union clients.
- Executed the implementation of Azure AD MFA in Amazon WorkSpaces, utilizing RADIUS servers and the Azure AD NPS Extension to force MFA through the Microsoft Authenticator. This is now an obsolete method, but at the time, it was the cutting edge.

**Baldwin Risk Partners | Tampa, Florida***June 2018  
March 2020*

## Systems Administrator

- Designed and implemented the migration roadmap for thousands of workloads from on-prem and legacy systems to AWS
- Coordinated integration delivery, assigning team members to remote sites to integrate systems into the corporate infrastructure, replacing all networking equipment and personal computers with corporate issued models.
- Held daily standups with support and systems teams.
- Delivered performance reviews, and interviewed and approved the hiring of several systems administrators.
- Acted as tier 4 escalation point for technical issues.
- Held weekly touchpoint calls with senior leadership.
- Led the MidMarket systems team, supporting the largest and highest revenue arm of the corporation.
- Owner of the corporate AWS infrastructure.

**Baldwin Risk Partners | Tampa, Florida***June 2017  
June 2018*

## Technical Support Analyst

- Acted as primary point of contact for the corporate held desk
- Responsible for closing 20-30 tickets per day
- Established the IT Knowledge Base
- Main driver of corporate IT integrations, visiting remote sites and implementing solutions, allowing them to integrate into the corporate network.
- Assisted in AWS migrations from on-prem to AWS.

**Convergys Corporation | Tampa, Florida***Nov 2016  
April 2017*

## Level 2 Technical Support

- Worked on the Dell ProSupport help desk, assisting enterprise customers in repairing and replacing their Dell machines.
- Maintained an extremely high rate of success and ticket closure, above 90% satisfaction rating.
- Managed 2-3 cases at a time, increasing my closure and satisfaction efficiency by 74%.

**Werner Hyundai | Tallahassee, Florida***Dec 2015  
Nov 2016*

## Director, IT and Operations

- Assisted in the opening of a new, state of the art, location on Capital Circle, a 50,000 sqft dealership. Interfaced with construction crews, IT crews, networking crews, city and state officials, and corporate officials.
- Negotiated contracts for software, hardware, and telephony.
- Negotiated contracts for gasoline delivery to the on-site gas pump.
- Negotiated with the City of Tallahassee Waste Management to arrange constant garbage pick up.
- Led a team of 4 in support all of the IT needs of the dealership, including coordinating the move from the old facility into the new facility.
- Worked with VOIP providers to provide a dashboard for our sales management team to track call metrics, including intent and success rate.

**IT Support**

- Acted as the sole point of support for the entire dealership, including rebuilding the entire network after a lightning strike obliterated the legacy corporate switch stack.
- Assisted in troubleshooting, both remote and on-site.

**Knowledge,  
Skills,  
Accomplish-  
ments**

- Languages: English (Native), German (Elementary)
- AWS Certified Solutions Architect Professional
- Dynamic IT professional with 8+ years of experience in cloud infrastructure, specializing in AWS and Azure environments, with a proven track record in leading technical teams, driving project management, and implementing enterprise-scale applications. Adept in DevOps, IaC, IaaS, and delivering exceptional customer service.