

# Edmund Hintz

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## INFORMATION TECHNOLOGY PROFESSIONAL

- **Highly accomplished and solutions-driven IT Professional** offering 23+ years of experience beginning with linux/unix systems administration, progressing to hands on management of IT operations and SRE practices.
  - Proven servant leader / coach / player well versed in developing and managing top-performing technical teams per Project Aristotle, and guiding large scale IT projects from concept to completion.
  - Expert-level Incident Manager formally trained and qualified in Incident Command System and large-scale (national disaster) incident response and management, and learning from incidents.
  - Strong background in resilience engineering, SRE / Devops / Terraform Cloud management, agile, ITIL, and expert-level engineer in enterprise Unix / Linux and networking systems.
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|-------------------------------------|-------------------------------------|----------------------------|
| ✓ Project & Program Management      | ✓ Network design/architecture       | ✓ Unix / Linux specialist  |
| ✓ Risk Management & Assessment      | ✓ IT Operations Management          | ✓ Cloud Technology         |
| ✓ Business & Technology Solutions   | ✓ Technology Deployments / Rollouts | ✓ International Experience |
| ✓ Team Building / Management        | ✓ Client Relationship Management    | ✓ IT Architecture          |
| ✓ Open Source Solutions             | ✓ Regulatory Compliance             | ✓ Network Administration   |
| ✓ Agile, Scrum & ITIL Methodologies | ✓ Systems Administration / SRE      | ✓ Change Management        |
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## CAREER PROGRESSION

*First VP IT Operations, Axos Bank, San Diego, CA*

**2021 – 2023**

*[Axos is an American federally chartered savings and loan bank with approximately \$14 billion in assets.]*

Led IT operations encompassing SRE, DevOps, observability, virtual server architectures, Cloud platforms, on-prem, ITSM systems, and applications(Office365, ServiceNow, Exchange/AD, etc).

- Drove adoption of Devops Infrastructure as Code in AWS utilizing Terraform with Transit Gateways, while simultaneously automating key components of disaster recovery deployment to Cloud infrastructure and applying Devops pipelines to on-prem Nutanix / VMWare.
- Pipelines for new server build automation reduced system engineer time on builds by 75%.
- Built high-performing growth team while driving initiatives to migrate core services to Cloud (AWS and Azure), with >90% retention rate.
- Managed 100% continual audit compliance in highly regulated federal environment.
- Developed Disaster Recovery solution using AWS Cloud Endure and AWS Elastic Data Recovery Service, which provided geographical diversity.
- Spearheaded technology transformation projects that saved more than \$2 million annually through implementation of modern, streamlined architectures.
- Managed multimillion-dollar upgrade of, and migration to, core bank hardware. Implemented hyper-converged Nutanix infrastructure and capacity expansion for future growth predictions, leveraging VMWare as the bridge between architectures.
- Established business continuity and disaster recovery policies / procedures featuring consolidation to a unified enterprise-wide backup system, Cohesity, that met legal data retention requirements, geographic diversity, and incorporated corporate file services, while providing ransomware protection.
- Managed large scale Sev-1 incidents to successful outcomes, and facilitated subsequent enterprise wide learning and documentation

**CAREER PROGRESSION continued ...**

**Team Lead, PaaS Networks, Xero, Wellington, New Zealand** **2017 – 2021**  
*[Xero's online accounting software connects small business owners with their numbers, their bank, and advisors anytime.]*

Led multidisciplinary IT teams tasked with engineering and deploying PaaS DevOps solutions, encompassing Networks and Kubernetes environments.

- Developed and deployed full infrastructure as code Terraform automation for complete end-to-end network deployment in each application account, interconnecting 100+ accounts to a seamless unified infrastructure utilizing transit gateways. Oversaw retroactive migration of legacy accounts to this solution.
- Led team in first Kubernetes deployment at Xero
- Maintained high retention rate of staff, outperforming all other PaaS teams in a volatile market.
- Established a growth-driven IT work culture focused on achieving optimal IT solutions, cost control, and high morale.
- Founding member of learning from incidents community of practice.
- Coordinated Agile / Scrum activities
- Executed Incident Command System principles and application as needed in coordination with SRE.

**IP Network Engineer / Sr Unix Systems Administrator, Trade Me, Wellington, New Zealand** **2015 – 2017**  
*[Trade Me is New Zealand's biggest and most popular online auction and classifieds site.]*

Managed operations of systems and national network with 24/7 availability. Configured and supported large-scale IP networks to ensure 24/7 availability of business-critical enterprise networks.

- Designed and implemented observability systems used to monitor network traffic, collect network traffic data, and produce reports, which enabled the analysis and visualization of network-related performance.
- Created Agile methodologies and introduced Agile / Scrum processes and procedures that drove advancements in IT engineering and support efficiencies.
- Managed Citrix XenServer linux hosts (RedHat, Debian, Ubuntu), BGP peering, and datacenter operations

**Operations Manager, Araneo Wireless BU, TeamTalk, Ltd., Wellington, New Zealand** **2009 – 2015**  
*[TeamTalk is the market leader for mobile radio in New Zealand.]*

Supervised Engineering and Networking teams responsible for maintaining 24/7 national New Zealand wireless network availability, overseeing the observability, administration, and monitoring of 1000+ nodes. Led teams of field engineers and network / development staff. Served as primary point of contact for major customer accounts, including handling escalated technical support issues, while driving optimal availability and uptime of wireless network services.

- Introduced ITIL standards and processes that significantly improved service performance, incident response, and faster identification and resolution of reported support cases.
- Headed the setup of emergency network services within 36 hours for first responders during Christchurch, New Zealand earthquake in 2011.
- Oversaw complete operational management of nationwide network in New Zealand, which was comprised of 1,000+ nodes. Utilized homegrown automation configuration management and open source tooling for observability.

**Senior Unix Systems Administrator, Eserv Global SAS, Wellington, New Zealand** **2008 – 2009**

**Unix Systems Administrator, Onesquared, Ltd., Wellington, New Zealand** **2005 – 2008**

**Unix Systems Administrator, Natus Medical, Inc., San Carlos, CA** **2000 – 2003**

**VOLUNTEER WORK****Fire & Emergency New Zealand, Plimmerton Volunteer Brigade****2004 – Present***Executive Officer* (2015 – Present)*Station Officer / Brigade Training Officer* (2009 – Present)*Firefighter / Senior Firefighter / Emergency Response Driver* (2004 – 2009)**TECHNICAL SUMMARY**

DevOps, Infrastructure as Code, Platform as a Service, AWS, AWS Cloud Endure, AWS Elastic Data Recovery Service, Google Suite, Jira, Zendesk, ServiceNow, Terraform, Atlantis, Debian, Ubuntu, CentOS, RedHat, Solaris, Nutanix, Cohesity, Zerto, Citrix XenServer, VMware ESXi, Cisco, Palo Alto, Fortigate, Checkpoint, Cohesity, MikroTik, Ubiquiti, Mac OS X, BSD Unix, GitHub, Embedded Systems (Raspberry Pi, Beaglebone), Point-to-Point Wireless Networking, Microsoft Office, Microsoft Teams, Zoom