

CHARLES STEPHEN THOMPSON

Contact

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Education

The University of Chicago
B.A. - Modern American Legal History. Focus: Technology and Intellectual Property Law
Sep 2005 - Aug 2010

Skills

Automation & Configuration

- Ansible
- Chef
- CloudFormation
- Jenkins
- MDM
- Terraform

Languages & Scripting

- Bash
- CoffeeScript
- Go
- Groovy
- HTML
- Javascript
- jQuery
- Node.js
- PHP
- Python
- Ruby
- Shell Scripting
- SQL
- Swift
- TeX
- TypeScript
- TOML, XML, YAML

Work Experience

Brooklyn Helpdesk, Inc. - Brooklyn, NY

Founder, CEO, and Principal Consultant

Jan 2018 - Present

- Consumer and SMB IT/DevOps, automation and integration engineering.
- Manage network equipment and server stacks in the tristate area totaling just under 500 client devices with revenue nearing \$7,500/month.
- Services include:
 - Identity & Access Management/SSO Setup and Integration
 - CI/CD Pipeline Setup and Automation
 - LAN/WiFi Installation and Maintenance
 - Automation and Integration Engineering
 - Smart Home/Office Automation, Setup, and Configuration including lighting, window coverings, A/V, scene creation, and server management.
- General technical and IT support

Symbiont.io - New York, NY

DevOps Software Engineer

Nov 2019 - Dec 2021

- Worked with cross-company stakeholders to reduce onboarding time by 25% with cost reduction of 12% via a streamlined process integrating SAAS, automations, configurations of IAM/MDM tools (Active Directory, GSuite, Okta, JAMF) to achieve SSO from hardware to cloud.
- Designed, built, tested, deployed, and monitored various automation/process streamlining software integrations to accomplish critical tasks with respect to corporate IAM, user management, and hardware de/provisioning.
- Analyzed currently available technologies to ensure best practice methodologies, on-time delivery, and practical solutions that actually work for complex corporate hardware/software integration requirements.
- Deployed, monitored, and maintained Kubernetes and Docker stacks for a team of three dozen software engineers while also running IT functionalities for a burgeoning fintech startup.

Blink Health, Inc. - New York, NY

Software Infrastructure Engineer and Interim Director of IT

Aug 2018 - Feb 2019

- Provisioned and maintained all Windows server instances, focusing on the authentication/SSO subsystem (Active Directory) to provide fault tolerance and high availability using Chef, Ansible, and Terraform.
- Served as subject matter expert on SSO design and implementation while working closely with Engineering Security team to achieve increased adoption of core SSO technologies across platforms and business units.
- Automated Active Directory credential writing to GSuite, simplifying user provisioning and de-provisioning while creating a true SSO experience for end users on mobile, Macs, PCs, and the Internet.
- Leveraged Google SAML to reduce endpoint maintenance and external attack surface when connecting SSO to SAAS applications, achieving higher security, lower cost of delivery, and increased efficiency.
- Integrated Windows/Mac/Linux/GSuite authentication using LDAP to provide cross platform SSO for VPNs, databases, critical websites, etc., reducing end user credential management and increasing security.
- Automated HR process across Greenhouse, Jira, AD, and GSuite, reducing steps involved for onboarding by 90% (from 40 steps to 4).

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Skills (continued)

Platforms & Monitoring

- Active Directory
- AWS
- Azure
- CloudFlare
- Docker
- ELK Stack
 - Elasticsearch
 - Logstash
 - Kibana
- GCP
- Github
- Grafana
- InfluxDB
- JAMF
- JumpCloud
- Kubernetes
- Nagios
- Okta
- Prometheus
- Splunk
- Zabbix

Tech Standards & Concepts

- Agile Workflow
- Continuous Integration & Continuous Delivery (CI/CD)
- Cloud Computing
- Directory Services
- Distributed Computing
- DNS
- Identity & Access Management (IAM)
- LAMP Stack
 - Linux
 - Apache
 - MySql
 - PHP/Python
- Monitoring
- Micro-services
- Remote Configuration & Management
- SAAS
- SAML
- Version Control

Work Experience (continued)

Blink Health, Inc - New York, NY (continued)

Lead IT Infrastructure Engineer

Oct 2016 - Aug 2018

- Designed, built, and managed UniFi 802.1X LAN and WiFi infrastructure at three sites with connectivity to AWS data centers via site-to-site VPN, providing seamless SSO-backed network auth to 200+ staff.
- Achieved scalable, reusable, and reviewable infrastructure as code with Github pull request support, CircleCI integration, and revision history across multiple AWS accounts via Terraform.
- Reconfigured engineering Jira workflows to take advantage of Github pull request and CircleCI automations, decreasing launch time and manual integration testing for the DevOps team.
- Grew IT team to become integral part of organization with 10 members operating across three geographic locations.
- Supervised growing IT staff while working closely with management to develop SOPs for new units.
- Managed annual technology budget of \$5mm+ with inventory comprising hundreds of endpoints.
- Implemented MDM fleet management software to achieve compliance and security policy goals.
- Successfully oversaw opening of four offices in three states; conducted five successful office moves.

Build America Mutual Assurance Company - New York, NY

Assistant Vice President, Technology - Level III System and Network Engineer

Feb 2013 - May 2016

- Designed and implemented Active Directory server backbone to provide SSO for Windows, Mac, and Linux client and server endpoints using AD, Kerberos, and LDAP technologies in conjunction with MFA.
- Implemented Jabber/XMPP with SSO and VOIP integration for pre-existing phone system.
- Moved servers and applications to cloud providers, resulting in over \$250K in savings over five years.
- Conducted non-developer technology audit process and compliance reviews (Sarbanes-Oxley, etc).
- Provided application/hardware service, support, and training to nearly 100 users across three locations.
- Supervised allocation, planning, and monitoring of hardware and software resources.

SecondMarket, Inc - New York, NY

Support Technician II

Jan 2012 - Jan 2013

- Configured and maintained a single sign-on solution utilizing SAML/XML and Active Directory Federation Services to provide seamless integration and usage of AD passwords for third-party web apps such as Yammer, Salesforce, and Zendesk—saving the company \$36 per user per year.
- Managed all technology purchasing for a rapidly growing technology/finance services startup with an annual technology budget of over \$1.5 million for three locations—two domestic, one international (New York City, San Francisco, and Hong Kong).