RICHARD STAEHLER

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Proven leader with over 18 years of diverse experience leading cross-functional teams, consistently delivering on objectives, meeting SLAs, and providing effective mentorship.

QUALIFICATIONS

Accomplished professional adept at seamlessly integrating hardware and software solutions, driving business efficiency, productivity, and profitability.

Proficient in systems analysis, design, installation, and maintenance, ensuring high availability in evolving technology landscapes.

Innovative problem solver, providing creative solutions aligned with business and technology needs in fast-paced environments.

Strategic troubleshooter and technical support specialist, excelling in critical business requirements, including deployments, migrations, network connectivity, security, and database applications.

Well-versed in the streamlined systems/software development life cycle tailored for dynamic demands.

Dedicated leader skilled in team building and supervision, driving success in technology-focused initiatives.

CORE COMPETENCIES

- Resource Management
- SLA/KPI/KCI Adherence
- Process Improvement
- Finance/Budget Management
- Cybersecurity
- Project Leadership
- Quality Assurance
- Change Management
- Business Analysis
- Systems/Application Administration
- Systems Integration/Migration
- Problem Identification/Analysis
- Multi- or Hybrid- Cloud Computing
- SDLC Processes
- Client Relations/Retention
- Programming/Scripting
- Systems & Network Upgrades
- Vulnerability Management

TECHNICAL SKILLS

AWS CLOUD EC2, EFS, ELB, ECR, EKS, Lambda, S3, Glacier, ASG, AMI, RDS, KMS, OpenSearch, CloudWatch, CloudFormation, CloudTrail, SQS, VPC, CloudFront, Route 53, WAF, API Gateway, Redshift, etc.

GCP CLOUD App Engine, Compute Engine, Kubernetes/GKE, Anthos, Helm, Istio, Cloud Functions, Cloud Run, Cloud Scheduler, Buckets, VPC, Firewall, Routes, Cloud DNS, Cloud CDN, NAT, Stackdriver, GCR, Deployment Manager, Pub/Sub, BigQuery, Dataflow, Secret Manager, Apigee, etc.

SOFTWARE ServiceNow, Samanage, JIRA, Confluence, Bitbucket, OpsGenie, StatusPage, Zephyr, Cypress, Pact, Postman, SauceLabs, Jenkins, Slack, Teams, Trello, Splunk, Datadog, Nagios, ELK, New Relic, Twilio, Docker, Artifactory, Lucid, Ansible, Akamai, NetSuite, Informatica, RabbitMQ, Redis, Digicert, Xcode, VS Code, Vi, Nano, Git, XAMPP, WordPress, CPanel/WHM, Adobe CC, Office 365, Google Workspace, etc.

LANGUAGES Groovy, Terraform, Java, SQL, PHP, HTML, CSS, XML, YAML, JSON, JS, Lua, Batch, Bash, Python

SYSTEMS Windows, MS Server, macOS, Ubuntu, CentOS (RHEL), openSUSE, Fedora, Raspbian, iOS, Android

DATABASE Oracle, SQL Server, Access, MySQL, DynamoDB, PostgreSQL, Firestore, CloudSQL, MongoDB

SECURITY IAM, Macie, Expel, Prisma Cloud, Wiz, TwistLock, SonarQube, TruffleHog, GitGuardian, Okta, GuardDuty, Command Center, Cloud Armor, Vault, Veracode, Snyk, Rapid7, WhiteHat, Qualys, etc.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION   MAY 2008
MANAGEMENT OF INFORMATION SYSTEMS (MIS)
UNIVERSITY OF WEST FLORIDA – PENSACOLA, FL

ACCOMPLISHMENTS / CERTIFICATES

- **Certified in Cybersecurity** – (ISC)^2 Certification ([link](#))   FEB 2024
- **Introduction to Cybersecurity** – UWashingtonX Verified Certificate ([link](#))   JAN 2024
- **Taekwondo 1st Degree Black Belt** – Kukkiwon Certificate of Completion ([link](#))   NOV 2023
- **CPR/AED and First Aid Certified** – Save a Life Certificate ([link](#))   MAY 2023
- **Google Cloud Essentials** – Certificate of Completion ([link](#))   OCT 2019
- **SAFe 4.0 (Scaled Agile)** – Certificate of Completion   APR 2018
- **CompTIA Security+** – Certificate of Completion   MAY 2008

PROFESSIONAL EXPERIENCE

SR. MANAGER, CYBERSECURITY ENGINEERING   **JUN 2023 – CURRENT**
DEXCOM – REMOTE

Dynamic leader and mentor for Dexcom's Product Security team, driving the definition, communication, and implementation of the company's product security vision and strategy, while fostering innovation and excellence in cybersecurity practices.

Duties

- Lead a global team comprised of eight Application and Cloud Security Engineers overseeing the end-to-end product security lifecycle for Dexcom's offerings, ensuring compliance with industry standards and regulations.
- Devise and execute proactive strategies to assess, identify, and mitigate security vulnerabilities in Dexcom's product portfolio, contributing significantly to risk reduction and enhancing the resilience of our offerings.
- Collaborate seamlessly across functions, working with engineering, product management, and other departments to integrate robust security measures into the product development lifecycle, fostering a holistic risk-mitigation approach.
- Spearhead the implementation of cutting-edge security protocols and procedures, fortifying Dexcom's products against evolving cyber threats and strategically reducing the risk landscape.
- Manage and adhere to departmental budget constraints, ensuring effective resource and tools allocation in alignment with strategic cybersecurity priorities and overall financial objectives.

Key Accomplishments

- Successfully expanded the cybersecurity engineering team from 2 to 8 members within a span of 6 months, establishing a globally distributed structure to ensure continuous coverage and support following the sun model.
- Spearheaded several security initiatives that significantly increased security awareness among partner teams, fostering a culture of proactive cybersecurity practices throughout the organization.
- Played a pivotal role in ensuring Dexcom's compliance with ISO 27001:2022 for 2023/2024, a critical step in aligning the organization's cybersecurity practices with internationally recognized standards.
- Introduced and managed the operations of cutting-edge security tools such as Snyk and TruffleHog, alongside various process improvements. These enhancements not only bolstered the overall security posture but also streamlined operational workflows.
- Collaborated closely with cross-functional teams to reduce to 0 or near 0 critical application and cloud vulnerabilities, ensuring compliance with corporate Service Level Agreements (SLA) and fortifying Dexcom's defenses against potential cyber threats.

DIRECTOR, CLOUD OPERATIONS   **NOV 2018 – JUN 2023**
ZORO/GRAINGER – BUFFALO GROVE, IL / REMOTE

Hands-on leader, mentor, and evangelist for the DevOps, SRE, and Cloud Security teams within the Zoro Technology Group (ZTG) at zoro.com (Grainger subsidiary). Accountable for defining, communicating, and implementing Zoro's Cloud Operations vision and strategy.

Duties

- Grew and matured Zoro's cloud infrastructure, CICD tooling, operations, and cloud security to support products with scalable, performant, high-availability cloud technology solutions, processes, and best practices.
- Lead high-performing teams accountable for automation, operational integrity, and security of Zoro's multi-cloud infrastructure.
- Evangelized and accelerated the culture to enable the engineering teams to innovate, self-serve, and deliver secure software rapidly.
- Continuously developed and mentored staff leveraging training and development opportunities and performance management processes and ensure the teams are appropriately staffed with required competencies.
- Responsible for planning and forecasting an $8 million+ cloud platform, software, and 3rd party vendor budget for the department.
- Partnered with leaders regularly to share roadmap initiatives, and OKRs, and identify how Cloud Ops can help accelerate those.
- Responsible for advancing and ensuring success for DORA metrics, SRE golden signals, and NIST cloud security framework.
- Continuously coordinated with GRC the security policy including reviewing policies, evaluating risks, identifying threats, and thwarting any bots/attackers.

Key Accomplishments

- Successfully stood up and lead the DevOps, SRE, and Cloud Security teams comprised of over 25 contributors and three leaders.
- In parallel, led, directed, and mentored our NetSuite and Informatica teams consisting of eight engineers and one leader.
- Decreased abandoned carts and increased conversion rate by closely partnering with numerous technology teams to decompose our legacy guest checkout to a microservices design utilizing Kubernetes in Google Cloud.
- Engineered and implemented the first multi-branch pipeline reducing multiple jobs into one pipeline that now controls 500+ branches.
- Closely worked with the QA department and spearheaded deployment cycle time from bi-weekly to daily or on-demand autonomous deploys with security scans and smoke, regression, and pact tests built-in.
- Introduced, and deployed various SaaS tools to bolster our security posture and/or streamline processes such as Veracode, StatusPage, SonarQube, Snyk, TruffleHog, Expel, Datadog, Prisma Cloud, Apigee, and Akamai.
- Drove to completion to convert our commonly used managed services in AWS and 95% of our GCP managed services to IaC.
- Promoted to Sr. Manager, DevOps within four months of employment and Director, Cloud Operations sixteen months following.

DIRECTOR, IT   **APR 2014 – AUG 2019**
MILLENIX – PORT SAINT LUCIE, FL / REMOTE

Founder. Responsible for managing the IT division of Millenix, a prosperous managed IT and web solutions company primarily covering the Treasure Coast of Florida. Acquired by NexxtGen, Inc for an all-cash deal on Aug 30, 2019.

Duties
- Matured business from start-up to six-figure sales annually focusing on augmenting the IT staff of small- to medium-sized businesses.
- Strategized with other leaders about the growth and direction of the company regularly, which included topics such as budgeting, sales, IT, resources, and advertising.
- Consulted numerous business owners on their technology stack offering solutions to save money and implement efficiencies.
- Created project plans, assigned duties, executed, controlled, and achieved on-time implementation of IT projects.
- Hired, trained, and supervised junior admins and/or contractors, providing guidance on technology implementations, customer interactions, and sales/marketing.
- Directed marketing efforts to promote visibility and introduce new products and services. Managed multiple social media profiles.
- Negotiated contracts with vendors and terms/prices of products and services with prospective and existing customers.
- Set up and maintained numerous tools to orchestrate our teams faster and drive results to our ever-growing client's demands.

Key Accomplishments
- Drove the completion of systems engineering, software implementation, and enterprise-wide implementation projects for clients that have revenue exceeding $4.5 million.
- Featured in local news for building a web application with a complex matching algorithm that matches up potential borrowers with potential lenders for a local finance company.
- Tripled annual profits from 2014 to 2017 utilizing strong sales and marketing skills adding 40+ new clients to our family.
- Managed and administered 15+ web clients on our hardened high-availability (HA) cloud servers exceeding 99.5% uptime.

DEVOPS LEAD/MANAGER   FEB 2017 – NOV 2018
ALLSTATE – NORTHBROOK, IL / REMOTE
Managed a pod of Allstate Mobile engineers where we engineered the multi-branch pipelines and administered the cloud infrastructure for numerous mobile/web applications allowing the engineers to iterate quicker and achieve upwards of 320,000 roadside rescues a year.

Duties
- Led a pod of 13 DevOps Engineers, where we designed, developed, implemented, and/or supported several pipelines for the multiple Allstate Roadside Services, Allstate Mobile, Milewise, Drivewise, and Digital Safety mobile and web development teams.
- Administered multi-region, multi-tenant AWS instances utilizing Jenkins. Componentized pipelines would orchestrate the deployment of lambdas, S3 buckets, ELBs, setup of reverse proxies, protect endpoints using Apigee, define and set IAM roles, and snapshot MySQL databases via RDS as well as many other actions. Each component piece could also be executed individually if needed.
- Worked closely with other cross-functional teams to ensure our pipelines and CloudFormation adhered to all security guidelines.
- Developed new or enhanced existing Bash and Groovy scripts for release and build automation for mobile and web pipelines.
- Architected workflows, users/groups, permissions, screens, field configurations, and components as an administrator of JIRA.
- Ensured the DevOps team was practicing the Agile principles utilizing SAFe. Conducted all scrum ceremonies.
- Elicited and transformed business requirements into concise user stories for stakeholder approval and developer implementation.

Key Accomplishments
- Converted teams to GitFlow saving the teams hours every cycle, eliminating toil, and allowing Jenkins to build/deploy seamlessly.
- Reduced build and release time across QA environments by 80% and PROD environments by 40% by using CICD techniques.
- Saved Allstate Roadside Services ~$105,000/yr with the iOS and Android multi-branch Jenkins pipelines.
- Worked closely with developers to integrate 1,000+ unit tests and functional tests to meet the goal of 80% code coverage.
- Set up dashboards for both Jenkins and JIRA so the mobile teams can accurately track their progress and proactively resolve issues.

IT PROJECT MANAGER   OCT 2010 – FEB 2017
RR DONNELLEY – WARRENVILLE, IL / REMOTE
Led and coordinated projects for a dynamic team of onshore and offshore developers, analysts, and administrators, and supported a self-service, web-based composition engine for retirement service providers in a high-availability, clustered PCI environment.

Duties
- Coordinated the work efforts of a 15-person team for various project components. Helped team complete tasks successfully and on time by resolving impediments during the daily standups.
- Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
- Worked closely with Product Owners and Business Analysts, coordinating product backlog grooming and story estimation.
- Assisted with client onboarding by gathering requirements, developing use cases, and story writing.
- Provided application design, data visualization, tools integration, and build, test, and deploy automation.
- Provided support, documentation, and guidance to the development and QA teams during code reviews, design discussions, coding sessions, and testing cycles.

Key Accomplishments
- Enforced Scrum initiatives by implementing multiple sprints in a release reducing downtime by development and QA teams by 20%.
- Reduced build and release time across all environments by 50% by using scripting and continuous integration techniques.
- Demonstrated exemplary knowledge of the tool and selected to directly communicate with the client to resolve issues and inquiries.
- Reduced incoming production support tickets by 35% in 2015 and another 25% in 2016. This, in turn, halved client-facing meetings.
- Developed a time-saving PDF tool for the QA team, efficiently comparing as many as 500 PDFs in a few hours.
- Formulated several SQL scripts, both automated and manual, to monitor workflow and resolve production support issues.