

Kellen D. O'Connor

Education **The University of Tennessee, Knoxville**
Bachelor of Science in Mathematics, Summa Cum Laude
Minor: Secondary Education GPA: 3.82 May 2009
Master of Science in Teacher Education
Concentration: Secondary Education GPA: 4.0 July 2010
Master of Mathematics, working towards completion
GPA: 4.0

Experience **Oak Ridge National Laboratory** Oak Ridge, TN
Cloud and Information Technology Specialist October 2019-Present

- Created full CI/CD strategy by implementing Jenkins automation and integrating with project management software
- Provide systems support for Chemical Security Assessment Tool as part of the Center for Infrastructure Security Analysis Program
- Maintain and update system infrastructure and applications
- Sustain Pulse Connect Secure hardware configuration to serve as entry point from outside traffic while maintaining least privilege security strategy

Trimble Navigation Knoxville, TN
Cloud Operations Technical Lead May 2018-September 2019

- Developed the cloud operations team to support the company's growth into cloud development
- Work directly with development teams to discuss new product needs and determine how the applications can be implemented in AWS or Azure
- Design monitoring tools to help our teams identify potential failure points before they occur
- Recommend and implement resource modifications based on usage data
- Serve as liaison between support and development teams
- Serve as escalation point from end user support for product specific issues

Technical Support Engineer June 2013-May 2018

- Create VBA macros in MS Excel to assist management in understanding support and sales data
- Provide technical support for clients involving MS SQL, Citrix, networking, permissions, data management and basic software maintenance
- Serve as tier II and III support, receiving escalations from other support representatives regarding the most complex issues
- Collaborate with developers to isolate and repair software bugs and consider desirable software features
- Train customers on setup and software functionality

Hardin Valley Academy Knoxville, TN
Teacher, Mathematics/Computer Science August 2009-August 2012

- Created a computer science course as an introduction to programming – focused on Visual Basic
- Developed lessons and curriculum to help students understand the basic structure and purpose of programming
- Sponsored FIRST robotics team
- Created school’s math club/Mu Alpha Theta chapter
- Helped new teachers transition into the profession as a member of the Mentor Core Team
- Provided individual tutoring for students school-wide seeking additional support
- Organized and supervised mathematics competitions for students

Pellissippi State Community College

Knoxville, TN

Adjunct Instructor, Mathematics

August 2012-May 2014

- Developed and implemented lessons covering course curriculum
- Performed all duties outlined for instructors

Oak Ridge National Laboratory/UT-Battelle

Oak Ridge, TN

Pre-Service Teacher Internship, SULI Internship

Summers 2007, 2008

- Conducted research on wireless network systems; presented research findings in a poster session to researchers employed at Oak Ridge National Laboratory
- Designed lesson plans based in constructivism to teach the mathematics behind the discoveries in the research
- Conducted research on the efficiency of algorithms written for scientific programs to be executed on super computers

**Honors/
Certifications**

- AWS Cloud Practitioner (Acquired March 14, 2019)
- Sumo Logic Pro User
- UT-Battelle Scholarship (2005)
- David and Jane Bailey Scholarship (2009)
- ETS Recognition of Excellence Award for all applicable PRAXIS II exams

**Computer
Skills**

- Advanced knowledge of Excel, including writing custom macros in VBA
- Working knowledge of SQL, Visual Basic, FORTRAN, JSON, yaml, and HTML programming languages
- Working knowledge of various AWS and Azure services, including but not limited to EC2, ECS (including Fargate), S3, Service Fabric, Kinesis, and Elastic Load Balancing
- Working knowledge of Docker and implementing Docker containers in AWS ECS
- DataDog monitoring services