MICHAEL COHEE

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DEVOPS / PLATFORM / SRE — INFRA, RELIABILITY & CHANGE GOVERNANCE

SUMMARY

Network / Infrastructure Engineer (8+ years) focused on reliability and secure operations in regulated environments (Gov Cloud, ISO 27001 / CJIS). Own P1 incident response and change governance for mission-critical rail/intermodal services, including planned outage windows and customer-impact communications. Build and operate Azure infrastructure using Terraform/Ansible/Kubernetes with strong monitoring/alerting and execution discipline in Jira/Confluence/Monday.

CORE STACK

Cloud/Platform: Azure, Azure AD/Intune, Kubernetes | **IaC/Automation:** Terraform, Ansible, SaltStack, Aptly
Messaging: RabbitMQ, MQTT, AMQ, Azure Service Bus | **Observability/SIEM:** Elastic, Splunk, Datadog
Network/Sec: Palo Alto, Fortinet, Cisco, SentinelOne, CrowdStrike, SIEM/EDR | **Delivery:** Jira, Confluence, Monday, ConnectWise

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EXPERIENCE

CCP NY (MSP) — Specialist (Systems Admin / Help Desk) | **New York, NY**

Nov 2025 – Present

- Provided systems administration and help desk support across **300+ client environments/tenants**, prioritizing uptime, security, and customer experience.
- Administered Azure AD and Intune for device enrollment, policy management, compliance baselines, and user access workflows.
- Coordinated endpoint security **sensor deployments** across client environments (agent rollout planning, troubleshooting, and validation).
- Supported copier/MFP fleet operations and related network services (print workflows, authentication, troubleshooting).
- Contributed to ISO-aligned processes and documentation across client environments (controls evidence, checklists, remediation tracking).

CSX Transportation — Engineer II (Intermodal / Infrastructure) | **Jacksonville, FL**

Aug 2024 – Aug 2025

- Owned P1 on-call support for intermodal middleware services across **31 national terminals**, restoring service during incidents and coordinating escalation paths.
- Led reliability operations for **XGATE** and **SSK**; supported **GOS (internal)** / “Ship CSX” workflows with monitoring, redundancy validation, and readiness checks.
- Ran **change management** (maintenance windows, backout plans, stakeholder comms) and post-implementation reviews tracked in Jira/Confluence/Monday.
- Maintained a **risk matrix** (likelihood × impact) for change planning and operational hazards; drove mitigation plans (staged changes, extra monitoring, vendor coordination).
- Produced a forward-looking quarterly release / product status report covering service impact, risks, and upcoming change windows.

Logic Springs Technologies (Client Engagement) — Middleware / Reliability Support | **Lake Mary, FL**

Aug 2024 – Aug 2025 *(Concurrent engagement)*

- Supported P1 on-call for production middleware and rail/terminal-adjacent control services across 31 terminals and multiple Class I integrations (CSX, NS, BNSF, UP as applicable).

- Stabilized a mission-critical clustered messaging system during a master-election transition, eliminating observability blind spots and restoring authoritative service alignment across production and monitoring planes.
- Executed endpoint security work including **CrowdStrike sensor deployments**, vulnerability triage, and remediation coordination to restore compliance baselines.
- **Service Ownership:** change control planning, risk review (likelihood × impact), stakeholder comms, and post-incident documentation.

NDI/RS — Field Engineer / Bucket Truck Operator | **Winter Springs, FL**

Mar 2024 – Aug 2024

- Operated a bucket truck to install, service, and troubleshoot field-deployed communications and traffic systems in live environments.
- Installed and maintained mobile networking systems (LTE/5G, FirstNet/responder networks) supporting emergency-response reliability.
- Installed and configured site network equipment including **firewalls** as part of deployments (connectivity validation, failover checks, troubleshooting).

AdventHealth — IT Operations (Healthcare / Regulated Environment) | **Florida**

Dates available upon request

- Worked in a healthcare-regulated environment where uptime, auditability, and controlled change practices are non-negotiable.

BCA, IT — Network Administrator | **Miami & Orlando, FL**

Jul 2021 – Oct 2021

- Established client IT infrastructure and security operations: firewalls/VPN, Azure AD/Intune workflows, and ticketing/documentation via ConnectWise.
- Performed endpoint security administration including **SentinelOne** and **SIEM log/event analysis** to support detection and incident workflows.
- Improved monitoring through syslog analysis and email security administration (Barracuda).

Matrix Technology Solutions — Administrator / Network Engineer | **Hicksville, NY**

Jan 2019 – Jul 2021

- Supported IT operations across 10 school buildings (1,200 staff workstations; 2,400 student endpoints).
- Led Windows 7 → 10 migration with imaging/deployment; strengthened endpoint security by migrating AV toward EDR and hybrid cloud operations.
- Initiated endpoint protection modernization by supporting early **CrowdStrike sensor deployment** efforts (rollout planning, coordination, troubleshooting).

PORTFOLIO / SELECT PROJECTS

- **Terraform + Ansible intermodal automation (team):** standardized rollout patterns across 31 terminals (production + test), outage-window workflows, and environment parity planning.
- **Messaging reliability (team):** RabbitMQ operations (split-brain recovery patterns, balancing, queue/consumer maintenance) supporting round-robin on-call PTC operations.
- **Cloud logging modernization (team):** migrated EventLog/Syslog streaming into Elastic for centralized search and operational triage.
- **SIEM / operational analytics:** daily Elastic log analysis supporting waybill tracking and service health signals across rail networks (XGATE/SSK context).
- **PowerShell automation (solo):** deployed standardized PS1 automation at national scale (tablet fleet), plus high-throughput VM server build scripts for Linux/Windows lab environments.

- **Packaging (solo):** built an Aptly-based N-1 package workflow using Bash/PowerShell for repeatable updates and rollback-friendly distribution.
- **EDR operations (solo):** sensor deployment lifecycle (install/uninstall, tokens), and vulnerability triage/remediation workflows (CISA-focused prioritization).

CERTIFICATIONS

CompTIA A+ • Network+ • Security+

EDUCATION

SUNY Old Westbury — B.A. Psychology

Hunter Technical School — Technology Program (GPA 4.2), National Technical Honor Society (NTHS)