

Copeland Maddix

Senior Systems Engineer with a strong background in data analysis, dev ops, virtualization, IP networking, automation and scripting, Internet security, customer focus, and cross-team collaboration

Professional Experience

Cardlytics – Atlanta, GA

October 2015 – Current

Principal Implementation Engineer

- Primary technical point of contact between the company and several financial institutions which ran our program, both during the initial implementation phase and ongoing throughout the life of our relationship with them.
- Worked with several different technical teams across various domains (HTML/CSS, JavaScript, SOAP and RESTful API code integrations, networking and firewall, SQL server, others) within an FI to successfully integrate their online banking experiences with our company's program.
- Became subject matter expert for the technology stacks within my FIs that interacted with our program, created hand-off documentation for Prod Support to reference, and remained a resource for escalations. Executed production upgrades in coordination with the FI.
- Coordinated complex test scenarios with the FIs in lower environments and worked between the FI and our development teams to design and implement customizations to our standard code and procedures.
- Presented highly technical concepts to executives, marketing staff, and engineers in ways that each group would find most useful and understandable.
- Became internal subject matter expert for a new AWS-cloud-based feature and assisted with subsequent launches of that feature for other FIs.

Damballa, Inc. – Atlanta, GA

July 2014 – October 2015

Data Analyst

- Analyzed massive amounts of network and threat data both on customer appliances and in our Hadoop data stores to improve detections and solve product issues.
- Was primary organizational contact for new "Aggressive Mode" detection suite, coordinating with field engineers, support, and internal technical teams to work through false positives, foster greater understanding of new detection engines, and improve customer experiences.
- Developed a deep understanding of our cloud systems and detection techniques and how they performed in customer environments with various networking challenges. Worked between Threat Intelligence, R&D and Product Engineering groups to fill gaps in understanding across the organization.
- Developed scripts in Bash, Ruby, and PHP to automate data collection and reporting on accesses to our Threat Intelligence store in order to detect competitor incursions as well as customer issues.
- Performed as technical escalation point for Sales Engineering and Support teams.

Turner Broadcasting System – Atlanta, GA

November 2006 – July 2014

Senior Systems Engineer

- Worked with the business and technical teams for Turner’s Brands (CNN, TBS, Turner Sports, etc.) as part of the Campaign Management team, advising the businesses in matters involving technical issues, regulatory concerns, privacy law, and interactive marketing strategy. Trained marketing personnel on the use of our systems and provided them technical support.
- Was the primary lead for our group’s virtualization efforts. Created and maintained Chef recipes to deploy our services and applications across a range of Linux VMs. Worked with the network and server ops teams on sizing, firewall configuration, and systems management concerns as we migrated to virtual servers.
- Created scripts on UNIX platforms and PHP applications as needed to facilitate systems automation, data handling, breaking news triggers, and reporting augmentation.
- Revamped and/or replaced legacy internal platform reporting applications with more accurate web-based apps which allowed Campaign Management to better serve the business’s needs. These also allowed Finance to accurately allocate mail sending charges.
- Administered Postgres and MySQL database servers, working with items such as replication, and foreign data wrappers. Also worked with Oracle 10G.
- Assisted with upgrades to modernize and increase the speed of CNN’s Breaking News deliveries. Performed DNS administration as it related to email authentication technologies (DMARC, DKIM, SPF).
- Designed custom ETL solutions in Pentaho to manipulate customer data for reporting and subscriber maintenance purposes. Worked with groups outside of Turner (NCAA, PGA, NBA, Veritix, and others) to incorporate new information feeds via APIs, AMQP, and secure data transfers into our data marts.
- Periodically presented relevant technical and industry information to internal business customers

CipherTrust, Inc. – Alpharetta, GA

February 2003 – November 2006

Level 3 Support Manager

- Managed and coordinated personnel resources of tier-3 support team for day-to-day escalations and special projects. Created and assigned plans of action for high priority issues. Executed performance and salary reviews.
- Personally handled difficult and/or high-profile support incidents and managed both technical and customer-relation sides to completion. Coordinated production system upgrades and maintained knowledge of key customer environments
- Created and administered in-house training program for new and existing support and sales engineers. Traveled overseas to administer advanced product training and certification testing of my own design to foreign channel partners.
- Created and maintained in-house support department web portal in PHP/MySQL including internal knowledge base and custom system to prioritize incoming cases in conjunction with our CRM to better meet SLA with customers. Also created authenticated customer-facing “SupportCenter” intranet and knowledge base.

iNET Systems Corp. – Atlanta, GA

September 1999 – February 2003

Consultant / Support Engineer

- Server and ISP network administration, technical support, and on-site cabling and consulting.

Education

1996 – 1999 Georgia Institute of Technology Atlanta, GA

- Study toward a B.S. in Computer Science

2003 Southern Polytechnic State University Marietta, GA

- Study toward a B.S. in Computer Science