

Copeland Maddix

Senior Systems Engineer and Technical Team Leader with a strong background in dev ops, virtualization and containers, cloud operations, IP networking, automation and scripting, data analysis, Windows and Linux systems administration, customer focus, and cross-team collaboration

Professional Experience

Cardlytics – Atlanta, GA

June 2020 – Current

Manager, FI Implementations

- Promoted to lead the FI Implementations team. Responsible for reviews, HR interactions, and representing the team in meetings along with continued technical work and leadership.
- Collaborated with other internal teams to establish the Implementations team role in the company's major shift to the cloud. Worked on our new interactions with AWS CLI, S3, EC2, ECS, Cloudfront, Route 53, etc... and trained my team on their use.
- Launched the first overseas neobank on our new Ad Server platform on an accelerated 3 month schedule. Worked across several internal and external dev and infrastructure teams to establish new VPC peering connectivity, new ways of sending/receiving files via S3, and new testing methods.
- Worked across development teams to configure, deploy, and troubleshoot integration issues with our new Rancher / Kubernetes platforms. Worked to migrate banks on our legacy platform to the new Ad Server - assisting with test plan creation, demos, and API deep-dives.
- Worked extensively in our infrastructure-as-code environments making and approving PRs to set up DNS, Kubernetes namespaces, Kafka topics, and Redis configurations.
- Scripting as necessary (Bash, PowerShell, T-SQL, Batch, others) to facilitate integrations and testing.

Cardlytics – Atlanta, GA

November 2015 – June 2020

Principal Implementation Engineer

- Primary technical point of contact between the company and several financial institutions (FIs) 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.
- Was the primary Implementation Engineer on the pilot and launch of one of our largest banks to date with over 70 million customers. Traveled to the bank for in-person Joint Development sessions to architect complex customizations to our program to suit the bank's SLA's and caching requirements, and then worked with our internal dev teams to produce and test solutions for those customizations.
- 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 – November 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 action plans 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 - Studies in the Computer Science Program

2003 Southern Polytechnic State University Marietta, GA - Studies in the Computer Science Program