

Francis Refol

Platform & Automation Engineer

<https://www.linkedin.com/in/frefol>

t3knoid@live.com

917.933.5124

Experienced IT Automation and Monitoring Engineer with a proven track record in designing and maintaining enterprise infrastructure. Skilled in CI/CD, automated testing, system monitoring, and disaster recovery. Adept at collaborating across teams to implement scalable DevOps solutions and ensure operational resilience.

Work Experience

TECHNICAL APPLICATIONS ENGINEER

Jul 2022-Aug 2024

[Technology Concepts & Design Inc | Purchase, NY](#)

TCDI is a legal services and cybersecurity solutions company.

- **Developed Ansible scripts** to automate comprehensive management of network inventories, including the deployment of security patches and application updates. Leveraged APIs and SQL for playbook creation.
- **Configured and maintained enterprise monitoring tools** to track system health and job workflows across hybrid environments (Windows, Linux).
- **Managed and maintained** critical development assets for the TCDI team, including GitHub Enterprise server, TeamCity, JFrog Artifactory, JFrog XRay, and SonarQube.
- **Supported and administered** virtual machines running on Windows and Ubuntu Linux operating systems.
- **Supported and administered** PingID and PingFederate to orchestrate authentication and authorization of users to internal applications.
- **Maintained and supported** Nuix servers utilized by e-Discovery data processors.
- **Developed and maintained** software using C# and Java, integrating with Nuix and Relativity APIs.
- **Authored and maintained Standard Operating Procedures (SOPs)** to document daily operational workflows, improving team efficiency and onboarding.

ASSISTANT DIRECTOR OF DEVELOPMENT OPERATIONS

May 2011-Jul 2022

[Stroz Friedberg, an AON Company | New York, NY](#)

Stroz Friedberg is a full service investigation firm that develops data discovery software. It was acquired by TCDI on July 2022.

- **Led end-to-end test lifecycle management** for proprietary Win32 applications (Stroz Discovery and Nuix-X), improving defect resolution timelines.
- **Automated software validation processes** using Pytest and Selenium, enhancing reliability and deployment speed.
- **Delivered high-quality builds** through automated build systems such as Jenkins and TeamCity.
- **Developed custom MSI installers** for enterprise applications, ensuring seamless deployment across environments.
- **Integrated backend services with e-Discover tools** (Nuix, Relativity APIs) to enhance legal data processing workflows.

BUILD MANAGER/DEVELOPER

Feb 2009-Apr 2011

[BlackStratus | Edison, NJ](#)

BlackStratus (formerly NetForensics) develops enterprise-class Security Information and Event Management (SIEM) software.

- **Managed and enhanced** a custom automated build system utilizing Java and Apache Ant, ensuring efficient and reliable build processes.
- **Maintained and developed** the installation codebase for the nFX SIM One product using Advanced Installer and Java.
- **Created and deployed** patch updates for the nFX SIM One product, ensuring seamless functionality and user experience.

ADVANCED DEVELOPMENT ENGINEER

Aug 2006-Feb 2009

[NETGEAR Incorporated | San Jose, CA](#)

NETGEAR is a worldwide provider of networking products for the home and business.

- **Engineered firmware solutions** in an embedded Linux environment and **created MSI installers** for Windows components.
- **Designed, implemented, and maintained** an automated build system to streamline development processes.
- **Oversaw and conducted** comprehensive internal and external testing to ensure product quality.
- **Collaborated with global support teams** to develop and enforce procedures aimed at preventing and eliminating defects in both new and existing products.

VARIOUS TECHNICAL & LEADERSHIP ROLES

Apr 1990-Aug 2006

Held progressively senior positions in software development, automation, quality assurance, and operations across multiple organizations, including McAfee Software, SkipJam Corporation, and Helix Software. Led CI/CD implementations, managed QA testing processes, developed enterprise software solutions, and oversaw IT operations to support business growth.

Core Skills

- **Automation & Monitoring:** Ansible, Rundeck, Jenkins, TeamCity, RESTful APIs, CI/CD, MSI
- **Infrastructure & Virtualization:** VMWare, Proxmox, Windows, Linux, Docker, Network Administration
- **Security & Compliance:** SIEM, PingID, PingFederate, SolarWinds, Disaster Recovery
- **Scripting & Development:** Python, Bash, Powershell, Java, C#, Git, GitHub, Jenkins, TeamCity
- **Project Tools:** Jira, Confluence, YouTrack
- **Soft Skills:** Documentation, Cross-functional Collaboration, Problem Solving, Communication

Education

Bachelors of Science in Computer Engineering, CUNY Brooklyn College, 1990