# Randy C. Will

[@cilynx](#)

1090 Banyan Way ▪ Pacifica, CA 94044
414.530.1827 ▪ [randall.will@gmail.com](mailto:randall.will@gmail.com)

# Process & Systems Architect

Energetic long-time open-source advocate (since Slackware 3 or so) with repeatedly proven talents reducing systems cost and complexity both up-front and during operational and maintenance phases. Excellent time, team, and project management abilities. Experienced disseminating information to diverse audiences via multimodal communication channels. Enjoy building relationships with strategic partners and enabling consensus across multiple organizations and levels. Able to leap fairly small buildings in a single bound.

## Professional Experience:

**Microsoft**                    **Redmond, WA / San Francisco, CA**          **January 2015 – Present**

The world's largest software company. *Enabling people to reach their full potential.*

**Cloud Solution Architect / Open Source Advocate**

Officially, I work with sales and engineering teams, enabling the world's top SaaS vendors to thrive in the Azure Cloud. Unofficially, I'm an open-source advocate, Linux specialist, customer satisfaction zealot, black ops ninja, and generally a thorn in the side of the Old Guard as we pull Microsoft into a new era of collaboration and cooperation with the rest of the world.

**Amazon Web Services**        **Seattle, WA / San Francisco, CA**        **June 2012 – December 2014**

The leading Infrastructure as a Service (Cloud Computing) provider. *You know who we are.*

**Enterprise Support Operations Manager:**                    **February 2014 – December 2014**

Built and supported the AWS team responsible for the success of California's technology leaders, including San Francisco, Silicon Valley, Los Angeles, and Orange County. Maintained strategic customer relationships (Heroku, Netflix, Dropbox, Autodesk, Twilio, Instagram, etc..) at technical, management, and executive levels. Oversaw ~$50-million / month in customer revenue for AWS. Designed, promoted, developed, and iterated on tooling enabling EAEs and TAMs to more easily do the right thing. Removed obstacles from engineering and account management workflows. Curated the voice of California's technology leaders to effect change within the highest levels of AWS.

**Senior Enterprise Account Engineer:**                    **June 2012 – February 2014**

Provided the best possible AWS experience for San Francisco's technology leaders. Maintained customer relationships, translated business and technology for diverse audiences, deep-dove escalated technical issues, worked hand-in-hand with customers, EAEs, ops teams, developers, support engineers, and all levels of AWS and customer management. Integrated diverse internal APIs, web tools, databases, and other repositories into unified dashboards, quick lookup tools, and automated scheduled reports, enabling data backed decision-making.

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**403 Labs, LLC**                        **Milwaukee, WI**                 **March 2009 – June 2012**

Small, fast-growing information security consultancy specializing in assessment and remediation guidance for clients ranging from "mom & pop" retail stores to Fortune 500 mainstays.

**Manager, PA-DSS:**

Oversaw PA-DSS service line: managed projects and consultants, developed and deployed internal and external methodologies, developed and deployed assessment management and report generation tooling (Catalyst / Perl), maintained relationships with high-value clients and third-parties including members of the PCI SSC and payment card brands.  Consulted with PCI SSC members and payment card brands to discover and develop mutually beneficial processes and work-flows.

Performed highly concurrent security assessments and provided remediation guidance for high-profile clients with particular focus on network and application operations, software development processes, and end-user documentation.  Communicated requirements and discussed proposed solutions with client C-level and middle management, development teams, support teams, resellers / integrators / VARs, and end-users.

**Rehabilitation Research Design**              **Milwaukee, WI**                 **March 2007 – March 2009**
**and Disability Center**

Tight-knit, multicultural research group partnered with and located on the University of Wisconsin - Milwaukee campus, performing accessibility and usability research funded by the National Institute on Disability and Rehabilitation Research (NIDRR), Department of Education (DOE), and other sources.

**Senior Instrumentation Technologist:**

Rapidly promoted through roles as Information System Services Senior and Instrumentation Technologist due to excellence in system development, deployment, and maintenance as well as rapid prototyping of solutions for myriad immediate research needs.  (Django, Drupal, Catalyst, E-Prime)

Consulted with primary investigators and contributed to grant proposal documentation.  Consulted with college and university IT towards high-level / large-scale virtual infrastructure.  Managed remote and student employees, balancing Center needs with student academic responsibilities.

Developed tools for data collection and analysis including public and employee-facing interfaces, CRUD systems, data mining, results presentation, and graphical analysis.  Deployed and managed Linux servers for both research and public-facing services in a mixed physical / virtual environment.

**Major Contributions:**

- Opened lines of communication between staff and primary investigators.  Translated "big ideas" into real-world solutions. Oversaw development, deployment, and outcomes of said solutions.

- Migrated all Center technological services from non-optimal university resources to a locally managed redundant / virtual stack, reducing change requests and issue resolution from weeks to hours, reducing downtime to practically zero, and drastically reducing developer and researcher frustration thanks to locally managed permission and resource allocation systems.

- Saved untold quantities of grant funds by quickly prototyping functional systems from COTS parts and supplies instead of spending Center monies on costly, proprietary, single purpose apparatus and system components.

## Historical Responsibilities:

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| **Technology Guru** | C.M. Global Marketing, LLC | March 2008 – December 2009 |
| **Accessible Developer** | Marquette RERC-AMI | April 2005 – May 2007 |
| **Data Processing Developer** | SIUC SC Marketing & Graphics | January 2003 – August 2004 |
| **Network / DB Developer** | Applied Personal Computing, Inc | May 2002 – August 2003 |
| **Field Technician** | UNIX Group, Inc | February 2000 – July 2000 |

## Education and Credentials:

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|---|---|---|
| Marquette University | B.S. Biomedical Engineering | 2007 |
| SIU Carbondale | Computer Engineering | 2000 – 2003 |
| PCI SSC | QSA / PA-QSA | 2009, 2010, 2011, 2012 |
| (ISC)$^2$ | CISSP (well, kinda – ask me) | 2011 |