

Thomas W. Haffenreffer

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EXPERIENCE

Eviden, an Atos company formerly Maven Wave *Chicago, IL*

Cloud Operations Engineer 2022-present

- Led Google Cloud Managed Service Provider (MSP) certification audit; coordinated evidence collection and submission across multiple teams while reducing audit preparation costs by 35% through strategic use of low-cost tooling, automation, and internal resources instead of external consultants.
- Perform daily Scrum Master duties for a 12-person delivery team; coordinate team efforts, escalate and resolve blockers, and support on-time delivery while completing formal Project Management training.
- Serving as Primary Technical lead for managed service provider team supporting a healthcare client, conducting weekly client check-ins, organizing Jira board, ensuring team of 10+ meet deadlines, handling client service requests within SLA, and documenting after actions for incident tickets.
- Serving as Co-Secondary technical contact for two Azure cloud MSP clients, requiring staying up-to-date with client environment to be able to perform primary technical lead responsibilities when needed.
- Lead multi-vertical team working on a learning platform to facilitate cross hyperscaler cloud training.

Torray Investment Partners *Bethesda, MD*

Intern Winter 2020-2021

- Audited CRM system for 800+ contacts to ensure data integrity for the Client Service team.
- Attended Investment Committee meetings, drafted and circulated meeting minutes to 6 executives.

Brown Advisory *Chevy Chase, MD*

Summer Analyst Summer 2020

- Helped Partners identify developing trends during the Covid-19 crisis by gathering and curating information on the semiconductor industry, Electric Vehicles, Blockchain, and Real Estate.

Denison University *Granville, OH*

Makerspace Assistant Spring 2020

- Created 10+ educational guides to aid students using the schools 3D printers.
- Hosted bi-weekly session in the makerspace to assist students in their academic and personal projects.

The Daily Mail-UK *London, UK*

Intern Winter 2019

- Wrote scripts, researched topics, and connected guests for the The Daily Show with Andrew Pierce
- Helped the Parliament team review statements by members of Parliament in preparation for Brexit.

Denison University Research Foundation - Computer Science *Granville, OH*

Summer researcher Summer 2019

- Researched the development of additive manufactured firearms and their social-political impact.
- Worked as part of a team developing an AI model to prevent the manufacture of printed firearms on campus.
- Authored [Printing 3D Firearms on Campus: A Risk Assessment](#) which was presented at a college conference.

SKILLS & LEADERSHIP

Skills: Linux, GitHub, Microsoft Office, Jira, Fusion 360, Cura slicer, Intermediate Russian, beginner Arabic.

Programming/Languages: Python (Pandas), C++, C, SQL, Playwright, PowerShell, HTML/CSS, Terraform.

Certifications: Google ACE, Azure 900, Terraform associate certification. Studying for AZ-104 and CKAD.

Leadership: Founder and President of Denison Brazilian Jiu-Jitsu and President of Denison Clay Sports Clubs.

EDUCATION

Denison University *Granville, Ohio*

BA in Computer Science and BA Global Commerce: Middle East/North Africa *May 2022*

Publications: Revised Version of Thoughts on Jill Galvan's Interpretation of the Relationship between Government and Technology in Philip K. Dick's *Do Androids Dream of Electric Sheep?*