

# Edmund Hintz

(619) 393-1787

<http://www.hintz.org>

ed@hintz.org

## Profile

Information Technology professional with 25 years experience in both direct technical roles specialising in unix and network administration, as well as management of highly technical staff. Excellent communications skills with the ability to bridge technical staff with customers internal or external. Passionate about employee coaching, development and growth, and curation of environments in which staff thrive and advance both personally and professionally. Strong proponent of psychological safety and wellbeing, encouraging an inclusive environment in which individuals can excel. Management experience includes Emergency Response scene management; trained in New Zealands Coordinated Incident Management System. Significant career involvement with open source technologies and solutions, and Agile development processes. Over 20 years experience with hybrid remote/flexible work environments.

## Competencies

### Strategic Direction

Leadership in organizational strategy, particularly in regards to technology and solution application

### Practical Management

Skilled at translating technical idealism to practical real world application

### Business continuity

Ability to tactically plan for business continuity and emergency preparedness

### Technical Planning

Significant experience in provision of technical administration and profiling, and Agile development methodologies

### Leadership of Technical Staff

Strong rapport with technical staff and community, ability to "lead from the front" in technical environments. Passionate about employee growth and retention, and facilitation of an inclusive psychologically safe environment in which staff can thrive

### Risk management and mitigation

Fluency in risk identification and mitigation (including life threatening)

### Analytic application

Translation of data collection to tactical direction and execution, including business case development

### Composure under Pressure

Demonstrated ability to manage to successful completion high profile and charged incidents (including life threatening)

### Open source solution provision

Long and successful history of adapting open source solutions to organizational challenges, with resulting savings

### Communication

Extremely strong communication skills, particularly written

### Tooling

Experienced with AWS, gSuite, Jira, Zendesk, Terraform, Zendesk, Atlantis, Debian, Ubuntu, CentOS, Solaris, Nutanix, Citrix XenServer, VMware ESXi, Cisco, PaloAlto, Fortigate, Checkpoint, Cohesity, Mikrotik, Ubiquiti, Mac OS X, BSD unix, embedded (Raspberry Pi, Beaglebone, etc), point-to-point wireless networking

## Employment History

**2021-Present**     **First Vice President, IT Operations**  
Axos Bank

Online US federal bank

### Responsibilities

- Dual role, technical and people leadership
- Managerial duties for engineers
- Daily operations in a mixed DevOps and traditional environment, utilising AWS, VMware, GitHub, Azure, Terraform, ServiceNow, Nutanix, VMWare, Cohesity

### Achievements

- Grew high performing team while driving initiatives to migrate core services to cloud
- Championed a growth mindset and psychological safety within the team
- Implemented unified enterprise wide backup system, meeting legal retention requirements
- Managed multi-million dollar upgrade of and migration to core bank hardware
- Participated in incident management roster for all bank services

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**2017-2021**     **Team Lead PaaS Networks**  
Xero

Cloud based accounting

### Responsibilities

- Dual role, technical and people leadership
- Managerial duties for engineers, as high as two teams with a total of 11 direct reports
- Daily operations in a DevOps environment, utilising AWS, GitHub, Atlantis, Terraform, Jira, Zendesk
- Additionally serving as fire warden and first aid responder

### Achievements

- Managed a high performing team with excellent morale and reputation within PaaS
- Championed a growth mindset and psychological safety within the team
- Facilitated Agile ceremonies as part of leadership team
- Growth and coaching of direct reports into Senior Engineer (4), Product Owner (2) and Principal Engineer roles
- High retention rate with only 3 direct reports resigning, all due to relocating outside of Wellington

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**2015-2017**     **IP Network Engineer**  
TradeMe

National internet auction site

### Responsibilities

- Daily operations of systems with 24/7 availability
- Management of national network with 24/7 availability
- Additionally served as fire warden and first aid responder

### Achievements

- Implemented network monitoring and graphing
- Resolved long standing BGP issues causing packet loss on network failure conditions

- Helped to define adoption of Agile methodologies and adapt them to TradeMe requirements

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**2009-2015**      **Operations Manager – Araneo Wireless BU**  
TeamTalk Ltd

Wholesale wireless network provider

**Responsibilities**

- Daily operations of national network, over 700 nodes and 24/7 availability
- Management of 5 technical field engineers and 2 network/development staff
- 3rd tier response, ultimate responsibility, for 24/7 and high availability customers
- Management of national OSPF network
- Provision of network diversity for high profile government customers

**Achievements**

- Improved operational performance resulting in service improvement and reduced fault callouts
- Stood up network services for emergency responders within 36 hrs of CHC earthquake

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**2008-2009**      **Senior Systems Administrator/Team Lead**  
eServ Global SAS

Value added service provider to major telcos and mobile operators

**Responsibilities**

- Team leader for NZ and Asia Pacific systems administrators
- Maintenance and rollout of hosts, physical and virtual

**Achievements**

- Managed ISP migration project resulting in \$40,000/yr savings to the organization
- Managed migration to VOIP systems, with \$50,000/yr savings to the organization
- Managed migration of over 50 ipsec customer VPNs to new ISP

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**2005-2008**      **Unix Systems Administrator**  
OneSquared Ltd

Internet service and colocation provider

**Responsibilities**

- Unix systems and network administration
- Maintenance and implementation of data centre resource
- Development of and migration to VMWare ESX virtual infrastructure
- Management and development of backup, monitoring, and paging systems

**Achievements**

- Successful VOIP design and implementation
- Designed comprehensive rsnapshot based backup solution for the enterprise

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**2000-2003**      **Unix Systems Administrator**  
Natus Medical Inc

Medical device development and manufacture

**Responsibilities**

- Unix systems and network administration
- Network architecture design
- Network security
- Business continuity planning and management
- Adaptation of open source solutions to business needs
- Corporate security team member

**Achievements**

- IPSEC vpn rollout to worldwide sales staff
- Deployment of LDAP directory solution
- Developed and deployed spam mitigation solution
- Implementation of comprehensive disaster preparedness, including standby generator for data center

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**1999-2000**      **Desktop Support/Sysadmin**  
WildBrain Inc

Digital animation studio

**Responsibilities**

- Desktop support and security
- Server maintenance and provision
- Workstation procurement and provision

**Achievements**

- Successful response to network intrusion
- Deployment of network security infrastructure

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**1996-1999**      **Escalation support engineer**  
Apple Computer Inc

Maker of Macintosh

**Responsibilities**

- Internal helpdesk to Apple Support engineers (internal and outsource)
- Escalation support to executive relations and for high profile customers

**Achievements**

- Developed and deployed linux based tools for support staff
- Managed team lab
- Lead tech in establishment of Sacramento based escalation team

**1994-1997**      **Webmaster, Macintosh consultant**  
Mathematrix Inc

Mathematical software developer

**Responsibilities**

- Deploy and maintain company www and mail services

**Achievements**

- Assisted in porting FORTRAN software to Macintosh platform

## Qualifications

2018	Executive Officer - Vol Fire and Emergency NZ
2014	National Certificate in Business (Front Line Management) Tai Poutini Polytechnic
2010	Station Officer Variant 2 New Zealand Fire Service
2002	Infosec Assessment Methodology US National Security Agency
1994-1997	Operatic Vocal Performance University of Texas at Austin

## Interests

**2010-Present**     **Station Officer, Brigade Training Officer**  
Fire and Emergency New Zealand, Plimmerton Volunteer Brigade

Emergency and disaster response

## Responsibilities

- Operational response to and command of fire service incidents
- Risk mitigation to both fire service personnel and general public
- Strategic membership in brigade management committee
- Crew management and training
- Strategic brigade training and development
- Incident command and safety officer

## Achievements

- Operations command for 2<sup>nd</sup> alarm residential fire, 9 appliances in attendance
- Safety officer for major scrub fire, 15 appliances in attendance
- Regularly officer in charge of Plimmerton appliance at incidents
- Raised \$38,000 in funding to purchase brigade operational support vehicle

Aside from volunteer firefighting, studied operatic vocal performance at UT Austin. Have performed as an operatic Tenor soloist in the Los Angeles, Austin TX, and most recently Wellington region. A notable highlight was singing Tenor soloist with Vector Wellington Orchestra and Tudor Consort at Town Hall, which was later broadcast nationally by Radio NZ. Also sang regularly with NZ Opera's Chapmann-Trip Chorus from 2005-2010, including understudying a solo role for Eugene Onegin. Have been performing as lead vocalist for Wellington based heavy metal band Red Dawn since 2012.

Studied for Private Pilot-Rotary Wing in California, with 55 hrs flight time including solo in Schweizer CB300 series helicopters.

**Referees** - Available upon request