

LANCE BAGGETT

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ENGINEERING MANAGEMENT | PLATFORM AND CLOUD INFRASTRUCTURE

Engineering Manager with a platform engineering background and 8+ years building, securing, and operating enterprise-scale infrastructure across classified and unclassified environments. Designed and led a zero-budget DoD DevOps program from scratch — authoring every Ansible playbook, Terraform configuration, and Kubernetes manifest — graduating 30+ engineers deployed on real technical initiatives. Hands-on across the full infrastructure stack: Kubernetes, Docker, Terraform, Ansible, AWS, GCP, Harvester HCI, and certificate-based security systems. Certified CISSP with deep experience in zero trust and secure infrastructure design.

- Platform & Infra Engineering
- Kubernetes/ Container
- Terraform / Ansible / IaC
- Zero Trust
- AWS / GCP / Hybrid Cloud
- Security Architecture (CISSP)
- Engineering Team Leadership & Mentorship
- CI/CD / GitOps
- DevSecOps Implementation

EDUCATION

Graduate Certificate: DevOps | University of Chicago Professional Education

Bachelor of Science | Electrical & Information Technology Systems (EITS) | United States Military Academy

CERTIFICATIONS | TRAINING

CompTIA | Security+

CompTIA | Advanced Security Practitioner (CASP+)

Certified Information Systems Security Professional (CISSP) | ISC2

IC Agency Internship | Summer 2016 & Summer 2017

PROFESSIONAL EXPERIENCE

United States Army | *Various Locations*

2017 – Present

IT Director & Founding Technical Lead | **Special Operations** | *CONUS*

2025 – Present

Engineering Manager leading three technical teams across platform engineering, software development, and network operations within a Special Operations organization. Responsible for team strategy, technical direction, and delivery across all three disciplines while serving as principal technical advisor to senior leadership.

- Run an engineering organization of 140+ FTE engineers, developers, platform engineers, network operators, and integration specialists — spanning platform engineering, software development, network operations, and OCONUS datacenter operations.
- Manage multi-million dollar O&M contract responsible for operating a global DoD datacenter and network infrastructure spanning thousands of network devices and delivering services to tens of thousands of users worldwide.
- Oversee platform engineering team executing RKE2 to AWS EKS migration across 100+ clusters; oversee network automation team operating AWX/Ansible/Nautobot platform auto-provisioning 100+ edge computing and network node kits.
- Man, train, equip, and provide operational oversight over service members deployed in OCONUS data centers — responsible for their professional development, training plans, and readiness.
- Established organizational HQ from scratch — creating SOPs, TTPs, workflows, training plans, technology strategy implementation guides, and governance frameworks to manage a complex multi-team engineering organization.
- Own DevOps transition function — responsible for moving completed projects from software development into production operations, ensuring clean handoffs between developer teams, platform engineers, and network operators.

Senior Platform Engineer & DevOps Lead | **Special Operations** | *CONUS*

2023 – 2025

Built and led a DevOps platform engineering team from scratch — personally authoring all curriculum, Ansible playbooks, Terraform configurations, Kubernetes manifests, and CI/CD pipelines. Led teams through real infrastructure deployments post-graduation.

- Designed and delivered a full DoD Cloud/DevOps curriculum — authoring all labs, Ansible playbooks, Terraform configs, Kubernetes manifests, and CI/CD pipelines — graduating 30+ engineers across 3 iterations using a zero-

Senior Platform Engineer & DevOps Lead *(Continued)*

- Generated \$500K+ in documented cost avoidance by replacing vendor training with internal programs and building scalable, repeatable DevOps pipelines.
- Led command-level evaluation and adoption of Harvester HCI as the next-generation hypervisor for the Tactical LAN — coordinating directly with Rancher government engineering team and DoD SOF stakeholders on capability validation in classified environments.
- Designed and ran a one-week hackathon deploying TAK Server, Harbor, Keycloak, Prometheus/Grafana, and 7+ integrated services on Harvester HCI with VLAN segmentation and mesh networking — under operational time pressure with live judging.
- Architected and deployed an enterprise help desk simulation platform on VMware vSphere/vCenter/ESXi — full Windows Server environment with Active Directory, MECM, RDP, VoIP, and file share — certifying 120+ personnel; institutionalized into division validation standards.
- Led executive briefings and cross-organizational engagements with DoD and industry stakeholders (Google Cloud, AWS, HashiCorp, Rancher, GitLab, Red Hat, Cisco) to drive adoption and align priorities.

IT Director & Infrastructure Lead | Military Intelligence Battalion | Joint Base Lewis-McChord, WA **2020 – 2021**

Served as principal technical advisor to the Battalion Commander, directing IT operations and infrastructure for 280+ personnel across classified and unclassified networks.

- Directed enterprise and tactical IT environments for 280+ personnel as principal technical advisor to the Battalion Commander, ensuring secure operations across classified and unclassified networks.
- Administered 100+ device enterprise and tactical network across classified and unclassified domains — zero security incidents throughout tenure.
- Redesigned the help desk intake and ticketing workflows, streamlining operations, reducing processing times, and improving transparency across the battalion.

Deputy Director & Operations Manager | Joint Base Lewis-McChord, WA **2019 – 2020**

Managed personnel and operations, overseeing equipment management, maintaining readiness, and ensuring seamless transitions to support sustained mission capability.

- Led Expeditionary Signal Company of 170+ personnel and managed \$36M+ in communications and signal equipment at 90%+ operational readiness in support of XVIII Airborne Corps Global Response Force.

IT Director & Communications Lead | South Korea and Joint Base Lewis-McChord, WA **2017 – 2019**

Directed communications and network operations, enhancing system resilience, integration, and secure, continuous mission capability.

- Served as IT Director for Combined Task Force-Defender in South Korea, leading communications and network operations for joint U.S.-Republic of Korea air defense missions.
- Maintained 99% uptime for on-site communications, implementing 4 levels of redundancy across all network nodes to ensure continuous operational capability.
- Restored a critical communications terminal link, ensuring uninterrupted delivery of radar telemetry data from launcher platforms to the United States Forces Korea (USFK) command center.
- Engineered and installed two redundant line-of-sight links between site nodes, eliminating single points of failure and ensuring continuous radar telemetry delivery to USFK command.
- Directed management of \$10M–\$16M in mission critical communications equipment while maintaining 100% network security compliance.

TECHNICAL COMPETENCIES

Infrastructure & Orchestration: Kubernetes (K3s), Docker, Harvester HCI, Proxmox, VMware vSphere/vCenter/ESXi, ArgoCD, Helm, Portainer

Cloud & IaC: AWS (EC2, EKS, ECR, IAM, VPC, CodePipeline), GCP, Azure, Terraform, Ansible

Security & Identity: PKI/Certificate Management, Wazuh SIEM, Authentik (OIDC/SAML), Twingate ZTNA, WireGuard, Keycloak

Observability & CI/CD: Prometheus, Grafana, Gitea, Harbor, ArgoCD, AWS CodePipeline/CodeBuild