

LANCE BAGGETT

linkedin.com/in/lance-baggett-cissp-6791a48a

TECHNICAL PROGRAM MANAGEMENT

IT and Program Management Professional with 8+ years of experience leading cross-functional teams, optimizing workflows, and delivering secure, high-performing IT and network solutions across enterprise environments. Proven expertise in program planning, network modernization, and DevOps implementation, driving scalable processes, cost savings, and high performing teams. Skilled in managing mission critical communications programs, multi-million-dollar assets, and cross-organizational initiatives with government and industry stakeholders. Recognized for balancing technical proficiency with strategic leadership to achieve operational excellence and measurable impact. Career supported by an Active Top Secret Security Clearance.

- Technical Leadership
- Program Management
- Network Modernization
- DevOps Implementation
- Cybersecurity Compliance
- Cross-Functional Collaboration
- Process Optimization
- Training & Mentorship
- Strategic Planning

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*

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

2017 – Present

2025 – Present

Technical and organizational leader responsible for a DoD enterprise network — directing platform engineering, network operations, software development, and OCONUS datacenter operations across a global infrastructure serving tens of thousands of users.

- Own end-to-end delivery of platform migration from RKE2 to AWS EKS across 100+ clusters — managing technical direction, risk mitigation, stakeholder coordination, and transition from development into production operations.
- Lead network automation program leveraging AWX, Ansible, and Nautobot to auto-provision 100+ edge computing and network node kits — managing thousands of network devices across the DoD enterprise.
- Manage multi-million dollar O&M contract — overseeing vendor relationships, procurement, budget optimization, and operational continuity for globally distributed OCONUS datacenter infrastructure.
- Established organizational HQ from scratch — creating SOPs, TTPs, governance frameworks, and technology strategy implementation guides to bring operational discipline across a 140+ FTE engineering organization spanning platform, software, and network operations.

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

2023 – 2025

Built and led a platform engineering program from the ground up — designing training infrastructure, executing network modernization, and delivering operational tooling across a Special Operations organization.

- Established and led a DevOps platform engineering team, mentoring junior and non-traditional talent to become independent, high performing contributors through structured ownership and mission focused delivery.
 - Developed and implemented a DevOps training program with full curriculum, labs, and instructor model, graduating 30+ participants from multiple divisions using a fully self-sustained, zero budget program.
 - Generated \$500K+ in documented cost avoidance by replacing vendor training with internal programs and building scalable, repeatable DevOps pipelines.
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Senior Platform Engineer & DevOps Lead *(Continued)*

- Led command-level evaluation and adoption of Harvester HCI as next-generation hypervisor for the Tactical LAN — coordinating directly with Rancher government engineering and DoD SOF stakeholders on capability validation in classified environments.
- Founded and led an internal hackathon to address an operational mission network challenge within 1 week, leveraging Agile, DevOps practices, Infrastructure as Code (IaC), Kubernetes, and open-source tools.
- Developed a standalone help desk simulation platform (Harvester, Proxmox, VMware) to support IT operations training, instructing 120+ personnel and institutionalizing the platform as part of the division validation standards.
- Revitalized the Information Management Office help desk section by implementing standardized processes, cyber tasking execution, patch management, and lifecycle upgrades, achieving compliance benchmarks and restoring organizational confidence.
- Led executive briefings and cross-organizational engagements with higher headquarters, and industry stakeholders to align priorities, share program updates, and drive collaborative solutions.

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

Directed enterprise and tactical IT operations, managing networks, optimizing workflows, and ensuring secure and efficient technology support across the organization.

- 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 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 a tactical Expeditionary Signal Company of 170+ personnel, maintaining rapid-deployment capability 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 (LOS) links between site nodes, improving network resilience and eliminating single points of failure.
- Directed management of \$10M–\$16M in mission critical communications equipment while maintaining 100% network security compliance.

TECHNICAL COMPETENCIES

Systems & Applications: Microsoft Office 365 | SharePoint | Help Desk Platforms | Training Software
Data Analysis Tools

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

Cloud & IaC: AWS | GCP | Azure | Terraform | Ansible

Security & Identity: PKI | Wazuh SIEM | Authentik (OIDC/SAML) | Twingate ZTNA | Wireguard | Keycloak

Observability & CI/CD: Prometheus | Grafana | Gitea | Harbor