

Maxfield Allison

Infrastructure Engineer · Alabaster, Alabama

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Infrastructure engineer who owns a multi-region enterprise Azure platform by day and operates a production-grade Kubernetes homelab by night. I work fast by directing AI agents while owning the architecture, standards, and integration myself. Everything ships through linting, tests, and review.

EXPERIENCE

Senior Specialist, Technical Account Support

June 2024 - Present

Ricoh USA, Inc.

- Global owner of an enterprise output-management platform on Azure, serving thousands of devices across four global regions; single global escalation point.
- Cut platform-related support ticket volume 38% year over year by stabilizing the operating model and driving process and self-service adoption.
- Re-architected the platform for geo-redundancy during an enterprise MDM migration, adding global load balancing and geo-routing.
- Led design and buildout of a production-mirrored non-production environment on Azure.
- Led remediation of legacy insecure protocols (TLS 1.0/1.1, legacy LDAP); automated internal certificate renewal.
- Authored the platform's canonical backup and recovery runbook, now used company-wide for major-incident response.
- Top-tier customer survey scores with personal recognition; contributed to a five-year contract renewal.

Specialist II, Technical Account Support

February 2020 - June 2024

Ricoh USA, Inc.

- Implemented and managed advanced output-management solutions for education, healthcare, and multinational corporate clients.
- Led a security enhancement for a large healthcare institution, updating several thousand devices across multiple sites and applications to SNMP v3.
- Led migration of an on-premises output environment to an Azure-backed platform for a large enterprise client, consolidating dozens of Windows print servers into a fraction of

the footprint on Azure VMs.

- Authored extensive documentation (knowledge-base articles, guides, runbooks) and served as a trusted technical consultant to client stakeholders.

Site Leader

August 2016 - February 2020

Ricoh USA, Inc.

- Ran a schedule of executive meetings to plan revenue, satisfaction, and cost strategy, building a team that consistently met or exceeded quarterly and annual goals.
- Directly supported and trained a user base of over 35,000 students, faculty, and staff.
- Consistently met and exceeded the one-hour service-call response SLA.

SELECTED PROJECTS

dnsweaver

Open-source Go tool that keeps DNS records in sync with your infrastructure across Technitium, Pi-hole, AdGuard, and Cloudflare. Multi-provider, split-horizon, self-hosted. Full CI/CD and semantic versioning. Author and maintainer.

Kubernetes Homelab

9-node Talos Linux cluster under ArgoCD GitOps running ~38 services; GPU scheduling with NVIDIA MPS; OpenTofu and Ansible provisioning. Migrated from Docker Swarm without losing service.

maxfieldallison.com

This site: self-hosted on the Kubernetes cluster as the primary origin with a Cloudflare Pages failover mirror and an edge Worker that switches between them automatically.

SKILLS

Cloud: Microsoft Azure · Azure Front Door · Application Gateway · Load Balancing · Cloud Migration

Platform: Kubernetes · Talos Linux · ArgoCD · GitOps · Docker · Infrastructure as Code

Automation & Code: Go · Terraform / OpenTofu · Ansible · CI/CD · Linux

Other: Network Security · Firewalls · Leadership · SQL Server

RECOGNITION & CERTIFICATIONS

- Specialist of the Quarter (x2), Specialist of the Year, Ricoh STAR Award
- Microsoft Azure Fundamentals, plus multiple enterprise product certifications