

GRAHAM M. HEFFERN

Iowa City, IA 52245 · (319) 350-0831 · gheffern@gmail.com

EXPERIENCE

Manager Software Development

October 2017 – Present

Collins Aerospace

Cedar Rapids, IA

- Direct the support and maintenance of engineering/development tools and infrastructure services.
- Architect and execute application migrations from legacy environments to AWS EKS cloud infrastructure.
- Containerize applications and orchestrate them using Kubernetes, managing custom Helm charts and deployment manifests.
- Establish comprehensive cluster observability and application monitoring using Prometheus and Grafana dashboards.
- Plan and execute zero-downtime Kubernetes upgrades and autoscaling configurations (HPA/VPA) to ensure high reliability.
- Design and maintain GitLab CI pipelines to automate application deployments.

Senior Business Analyst

October 2014 – October 2017

Transamerica

Cedar Rapids, IA

- Analyzed and fulfilled ad-hoc data requests and reports for the Transamerica Life and Protection mainframe reinsurance system.
- Coordinated critical system conversions, software migrations, and project executions across cross-functional teams.
- Collaborated with business stakeholders and engineering teams to translate requirements into actionable technical plans.

Intermediate Programmer Analyst

January 2014 – October 2014

Aegon Global Technology

Cedar Rapids, IA

- Developed and optimized SQL Server Reporting Services (SSRS) reports and data visualizations to drive business intelligence.
- Maintained, monitored, and enhanced the internal data warehouse to support corporate reporting requirements.
- Designed and scheduled automated ETL (Extract, Transform, Load) processes using IBM DataStage to populate the reporting warehouse.

Programmer Analyst

January 2012 – January 2014

Transamerica

Cedar Rapids, IA

- Engineered a large-scale ETL (Extract, Transform, Load) pipeline for new hedging software, processing hundreds of millions of rows and terabytes of data.
- Implemented optimization enhancements to mainframe CICS Transaction Gateway (CTG) calls, yielding \$70,000 in annual cost savings.
- Developed, updated, and maintained internal Java/JEE-based web applications, improving code quality and performance.

Signals Intelligence Analyst

August 2008 – August 2013

U.S. Army Reserves

Fort Sheridan, IL

- Performed critical analysis and reporting of foreign communications and non-communications data.
- Produced and disseminated combat, strategic, and tactical intelligence reports to facilitate decision-making.
- Maintained security protocols and operated advanced intelligence processing equipment in fast-paced environments.

PROGRAMMING LANGUAGES AND TECHNOLOGIES

Cloud & Orchestration:

Kubernetes (EKS), AWS

Containers & DevOps:

Helm, Docker, ArgoCD, GitLab, Puppet, Git

Observability:

Prometheus, Grafana, OpenSearch/Elasticsearch, Zabbix

Web Servers & Proxies:

Apache, Tomcat, Nginx, HAProxy

Languages:

Java/JEE, C#, Python, JavaScript, VB.NET, Bash, PowerShell, SQL

OPEN SOURCE CONTRIBUTIONS

- **Kubernetes Project:** Upstream contributor; extended the kubelet's "safe sysctl" whitelist to enable container-level kernel optimization.
- **Red Hat tuned:** Contributed updates to the OpenShift performance profile, optimizing network-related kernel sysctls for container platforms.

EDUCATION

University of Iowa

Bachelor of Arts in Computer Science

Iowa City, IA

December 2011