

Maxfield Allison

Solutions & Infrastructure Architect · Platform Owner · Alabaster, Alabama

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Solutions and infrastructure architect who owns a multi-region enterprise Azure platform by day and operates a nine-node Talos Kubernetes cluster on Proxmox and Ceph by night. Ten years customer-facing across enterprise accounts, now as the single global escalation point and named application owner. I work fast by directing AI agents while owning architecture, standards, and acceptance criteria. Agent-assisted implementation is gated by linting, tests, and review.

Experience

Senior Specialist, Technical Account Support

June 2024 - Present

Ricoh USA, Inc. · Customer Engineering Services

- Named application owner and single global escalation point for an enterprise output-management platform on Azure, serving thousands of devices across four global regions.
- Cut platform-related support ticket volume 38% year over year, measured in the customer's ServiceNow, by stabilizing the operating model and driving process and self-service adoption.
- Redesigning the enterprise account's operational data and documentation to support agentic systems and Microsoft Power Automate flows.
- Made the business case for a production-mirrored non-production environment, won the funding, and defined its design, sizing and resource requirements across three organizations, delegating provisioning to the platform teams.
- Identified and drove correction of configuration faults in cloud firewall and microsegmentation layers owned by other teams and vendors, including one degrading DNS for the platform globally.
- Contributed to the architecture decisions for the on-premises to Azure migration and the geo-redundancy re-architecture.
- Set the operating standard for a global support team and coached multiple specialists into primary platform roles.
- Identified the GPO scoping requirement in the TLS 1.0/1.1 and legacy LDAP remediation and owned the IIS and application-layer changes; 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.
- Worked alongside vendor and partner engineers on the migration of an on-premises output environment to Azure, verifying the consolidation and correcting errors during rollout.
- 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 DNS automation tool that synchronizes records across Technitium, Pi-hole, AdGuard, and Cloudflare. A nine-stage GitLab pipeline covers tests, security, documentation, images, and releases. I own design, releases, and acceptance criteria; agents implement.

GitLab, GitOps & Kubernetes Homelab

Single-operator home data center on five-node Proxmox/Ceph, including nine Talos Kubernetes nodes and roughly fifty ArgoCD-managed applications. A dedicated GitLab VM is the GitOps source, registry, and operating record. Runner capacity spans Linux on x86-64 and ARM64, macOS, and Windows; the macOS and Windows runners stay powered down until a job needs them. GitLab and the databases stay outside Kubernetes so a cluster failure cannot take down its own source or stateful services. Secret scanning gates merges, and Prometheus and Alertmanager page me.

Multi-agent operations harness (private)

Designed a concurrent-agent operating model with scoped identities, attributable GitLab records, separate MCP read and write tokens, and client approval on every write call. Jobs begin report-only; I decide when verified output has earned narrowly scoped authority.

OPNsense (upstream)

Two contributions merged upstream: traffic-shaper packet length (core, 2020) and BGP ECMP maximum-paths with documentation (FRR plugin, 2026, shipped in 1.52).

maxfieldallison.com

Portfolio and resume site with a Kubernetes-hosted primary, Cloudflare Pages failover, and edge-origin switching.

Skills

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

Platform: Kubernetes, Talos Linux, ArgoCD, GitLab, GitOps, Proxmox VE, Ceph, Docker

Automation & Integration: Terraform / OpenTofu, Ansible, GitLab CI/CD, PowerShell, REST APIs & Webhooks

Architecture & Delivery: Solution Architecture, AI Agent Orchestration & Governance, ServiceNow (CHG / RITM / SCTASK), Knowledge Management, Requirements & Sizing, Stakeholder Management, Customer-Facing Consulting

Operations & Data: Linux, Prometheus / Grafana / Alertmanager, Network Security, Firewalls, SQL Server, Technical Leadership

Certifications

- Microsoft Certified: Azure Fundamentals
- Seven enterprise product certifications: Kofax Equitrac, AutoStore, RightFax, ControlSuite

Recognition

- Specialist of the Quarter (x2), Specialist of the Year, Ricoh STAR Award