


IT Career Experience Day

Erie County Tech School




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What to Expect Today



- 10a-12p: IT Employee Presentations**
 - 10a-10:20a: Nick Regelman, IT Sr Info Security Specialist
 - 10:20a-10:40a: Joe Porter, Sr. Business Support Specialist
 - 10:40a-11a: Tamer Fahmy, IT System Admin
 - 11:00a-11:20a: Abdulla Iznurov, IT Apprentice → Cloud Platform Engineer
 - 11:20a-11:40a: Dylan Holland, IT Apprentice → Senior Programmer
 - 11:40a-12p: Taylor Shea, IT Apprentice → IT Business Systems Analyst
- 12p-1p: Lunch Break**
- 1p-2p: Agile Simulation Activity**
- 2p-3p: Debrief, IT Overview, and Open Q&A**
- 3p: ECTS Departure**



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Nick Regelman

IT Senior Information Security Specialist





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whoami



- Nick Regelman
- [former] miscreant
- [former] sysadmin
- InfoSec
 - Incident Response/CSIRT
 - Vulnerability Management
 - InfoSec Consulting [BISO]
- DC212, SECKC



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My journey



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Day to day



- Secure all the things!
 - Unauthorized access
 - Unauthorized use
 - Unauthorized disclosure
 - Unauthorized modification
 - Unauthorized inspection
 - Unauthorized recording
 - Unauthorized destruction
- NOPE!



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InfoSec Hokey Pokey

- Enable the business while protecting data
- Provide guidance on how to manage risk
- Foster a security aware culture
- Understand needed capabilities while controlling processes through simplicity



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ERIE's Security Teams



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Getting into InfoSec



- Tech Fundamentals
 - Networking
 - Operating Systems [Win,*nix, Mac]
 - Scripting
 - NMAP
 - Packet Analysis [Wireshark]
- Soft Skills
 - Communication
 - Adaptability
 - Critical Thinking
 - Presenting/Public Speaking
 - Integrity
- Certs
 - Security+
 - CEH
 - AWS Practitioner
 - Net+
 - CCNA
 - OSCP
 - CISSP

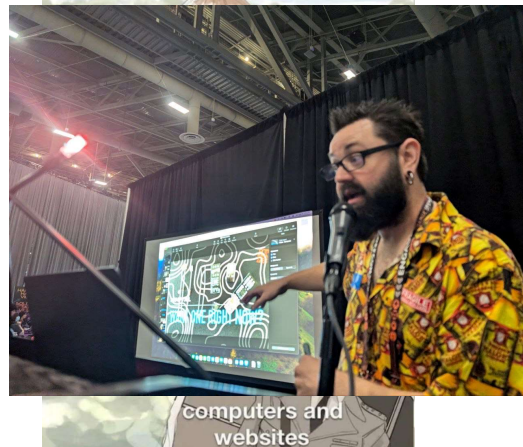


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TL;DR



- NOT just data/tech
 - Founded with basic principals
- Balance **Certs** with **Experience**
 - Soft Skills are more important than you think!
- Document your journey
- **GO TO YOUR LOCAL CONFERENCES**



BSides Buffalo – June 7th
BSides Pittsburgh – July 11th



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Thank You



- Nicholas Regelman – LinkedIn
- Nicholas.Regelman@ERIEInsurance.com
- Generally any pro wrestling event in the area

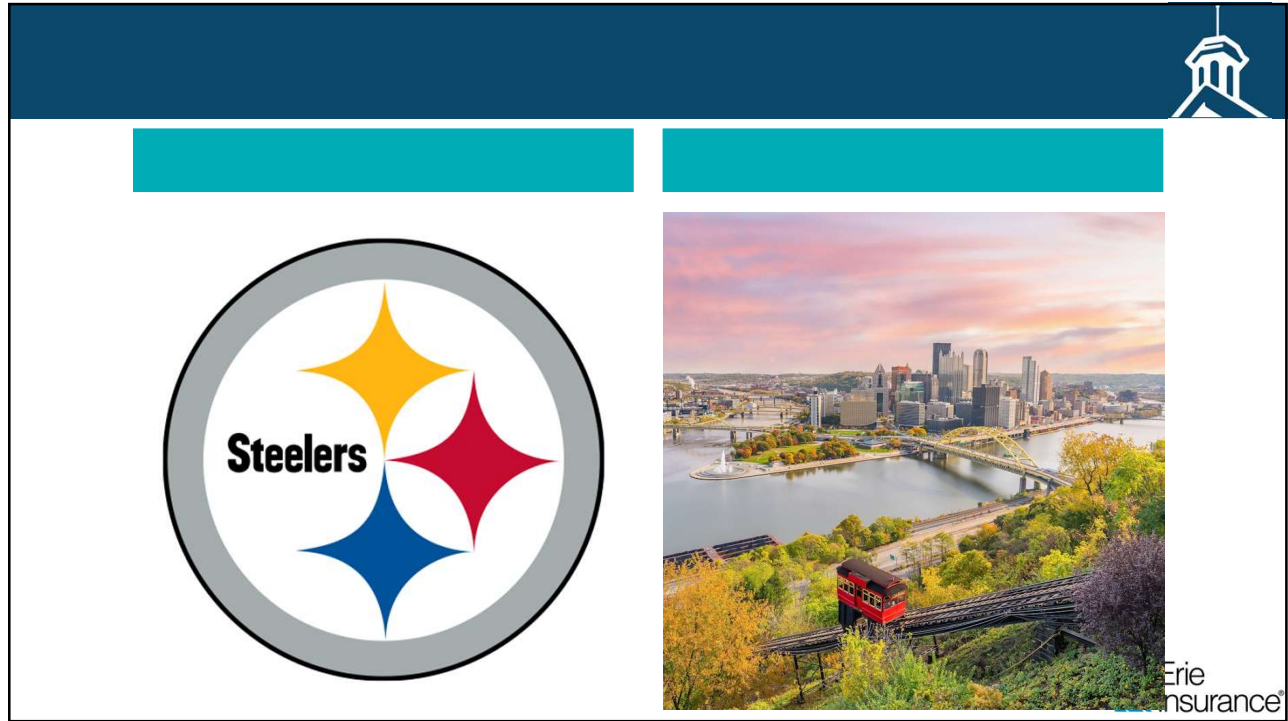


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Tamer Fahmy
IT System Administrator





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Introduction 

Tamer Fahmy

	School	Slippery Rock University	
	Major	Computer Science - IT	
	Graduation	May 2020	

	Intern	2019 - 2020	
	Apprentice	2020 - 2022	
	Professional	2022 – Present	

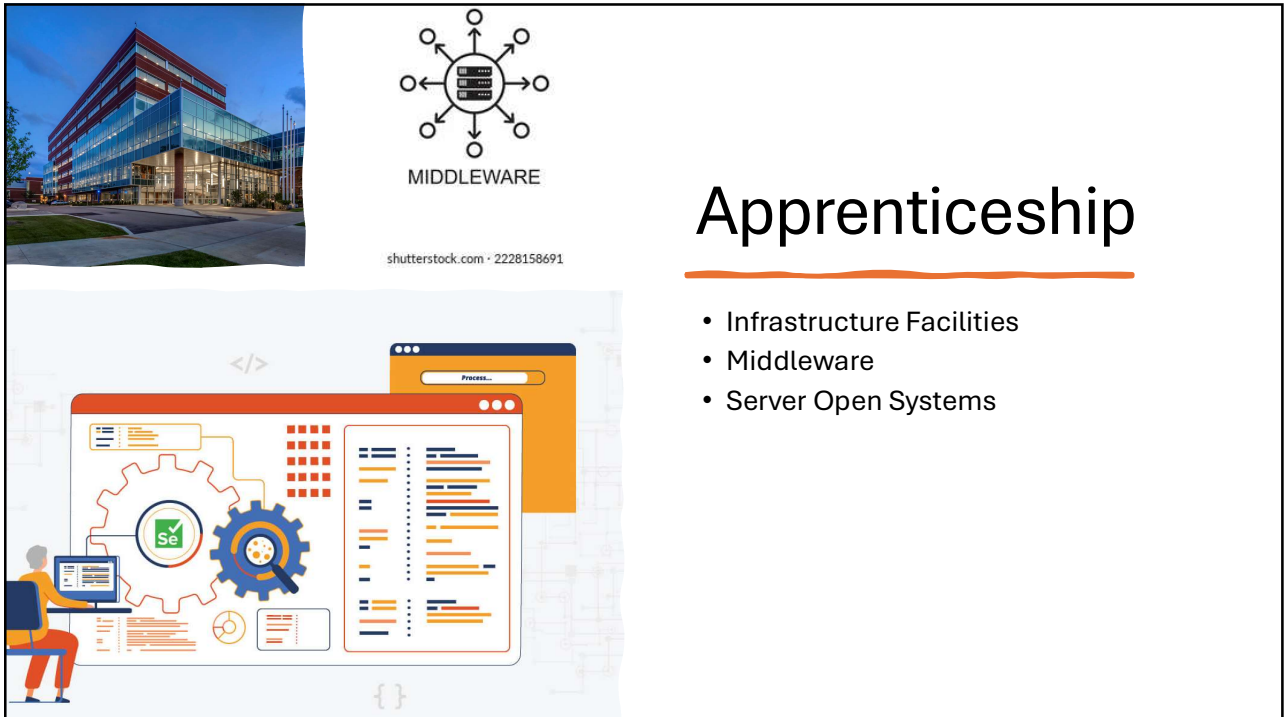


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2019 Internship

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Apprenticeship

- Infrastructure Facilities
- Middleware
- Server Open Systems

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Current Role: Support Erie Insurance website components / applications

Welcome to the new Erieinsurance.com! We hope you like our refreshed website, designed with you in mind. Have feedback on our changes? Email us at eriefeedback@erieinsurance.com. Happy scrolling!

Erie Insurance

Insurance Resources Help & Support Why ERIE Agents Company

Q | Login Find an Agent

Protection you need, service you can count on.

Enjoy peace of mind knowing you, your loved ones and your property are protected for the future.


Insurance Type
Auto

ZIP
ZIP Code

Start a quote →

NEED HELP NOW?

[Pay my bill](#) [Start a claim](#) [Get roadside assistance](#) [Find a repair shop](#)



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What We Enjoy About ERIE



■ Company

- Benefits (401K, Pension Plan, Healthcare, Continuing Education)
- Development (Skills Based Training, BRIEF Lab, John Maxwell)
- Sense of “Family”
- Opportunities
- Team Atmosphere
- Flexibility
- Work-Life Balance



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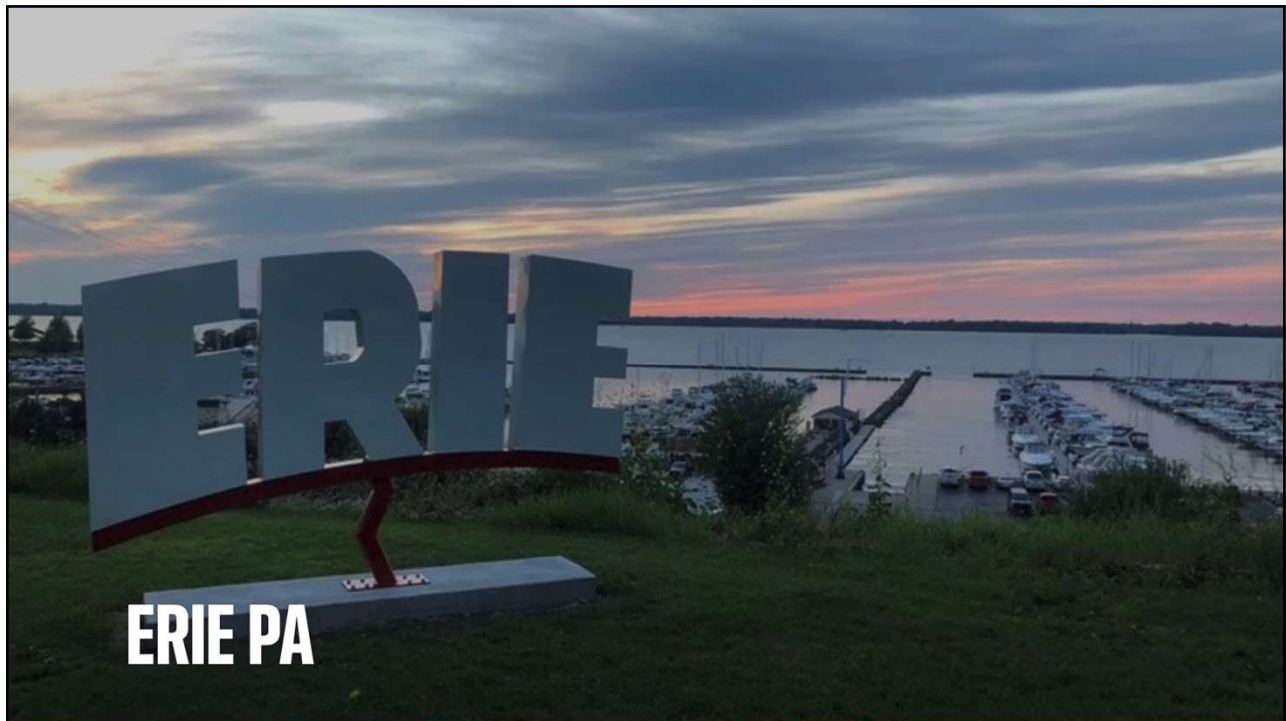
What I Enjoy About ERIE



- Geographic Benefits
 - Rural, Suburban, Urban all within 20-30 minutes from Home Office
 - Proximity to larger cities: Pittsburgh, Cleveland, Buffalo
- Things to Do
 - Presque Isle – Hiking, Fishing, Biking, Boating, Swimming
 - Events and Festivals
 - Local Sports
 - Restaurants
 - Museums and Historical Attractions
 - Winter Activities – Skiing, snowboarding



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Abdulla Iznurov

IT Apprentice → Cloud Platform Engineer





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About Me



Abdulla Iznurov
Cloud Platform Engineer

- Where I'm From
 - Born in Russia
 - Moved to Erie at the age of 5
 - Turkish is my first language
- Education
 - Penn State Behrend
 - Bachelor of Computer Science
- Fun Facts
 - I love competitive gaming
 - Top 500 in Marvel Rivals



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My ERIE Journey

- Started during senior year of college
 - Senior Design Project
 - 8 months
- Capstone Project → IT Apprentice
 - First rotation – Commercial Lines Team
 - Proof of Concept for event-driven architecture in the cloud
 - Second/Third rotation – Cloud Team
 - Develop and maintain ERIE's cloud foundational services and platform

The poster is titled "2023 Richard J. Fasenmyer Engineering Design Conference DevOps CI/CD PIPELINE". It features the Penn State and Erie Insurance logos. The poster is divided into several sections:

- Abstract:** A paragraph describing the project's goal to modernize the CI/CD pipeline.
- Abstract & Keywords:** Lists the student team (Paul Mounir, Amritha Vasini, Prithika Vasanth, Curtiss Wainwright) and faculty advisor (Dr. Richard Fasenmyer).
- Architecture Diagram:** A flowchart showing the CI/CD pipeline stages: Build, Test, Deploy, and Monitor.
- CI/CD Pipeline:** A detailed diagram of the pipeline stages and their interactions.
- Project Objectives:** A list of goals for the project.
- Project Challenges:** A list of difficulties encountered during the project.
- Project Solutions:** A list of strategies used to overcome the challenges.
- Project Results:** A list of outcomes and achievements.
- Project Impact:** A list of the project's contribution to the field.
- Project Acknowledgments:** A list of people and organizations that supported the project.
- References:** A list of sources used in the project.
- Project Contact Information:** Contact details for the student team and faculty advisor.



What is the Cloud?

<p>Cloud</p> <p>A network of servers, accessible over the internet, where data and applications are stored and managed</p>	<p>It's someone else's computer</p> <p>You don't own or manage that computer but reap the benefits</p>	<p>Storage</p> <p>Free up computer space by saving documents, photos, videos, files, and data in the cloud</p>	<p>Applications</p> <p>Develop more scalable, cost-effective, and secure applications in the cloud</p>	<p>Access from anywhere</p> <p>Access to your data and applications from any device with an internet connection</p>	<p>On-demand Resources</p> <p>Only pay for what you use</p>
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A day in the life: Cloud Platform Engineer

Agile Methodology Includes sprints, stand-ups, backlog, retro, etc.

Planning & Analysis Collect user requirements including:

- Cloud resource specifications
- Performance needs
- Security considerations

Design Architecture diagram that includes:

- Cloud infrastructure
- Deployment strategies
- Integration with existing systems and cloud services

Implementation Coding, building, and configuring cloud infrastructure utilizing cloud-specific tools and technologies

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A day in the life: Cloud Platform Engineer

- Testing
 - Ensure cloud infrastructure and applications are functioning as expected
 - Perform integration, security, and performance testing
- Deployment
 - Deploy cloud infrastructure to production workloads
 - Provision cloud resources, configure environments, and deploy applications
- Maintenance
 - Resolve support cases, bugfixes, enhancements
 - Monitor performance and security

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Cloud Engineer vs Cloud Platform Engineer



Stakeholders are application teams/developers and not end-users for Platform Engineers

Develop and maintain an internal developer platform or a “platform as a service” (PaaS)

Implement a set of tools, services, and infrastructure to facilitate the development, deployment, and management of cloud applications within an organization

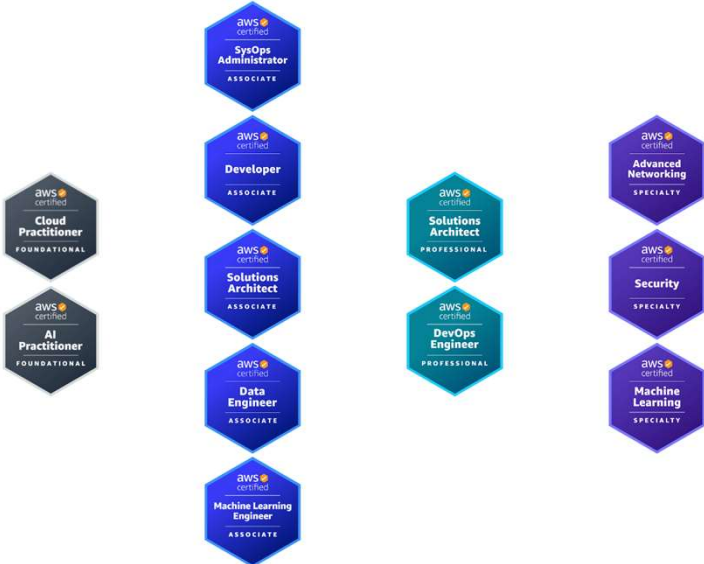
Build guardrails, set examples, standardize modules, and provision core foundational services to **enable** application teams and developers to better support their cloud applications

Ensures better compliance, governance, and security



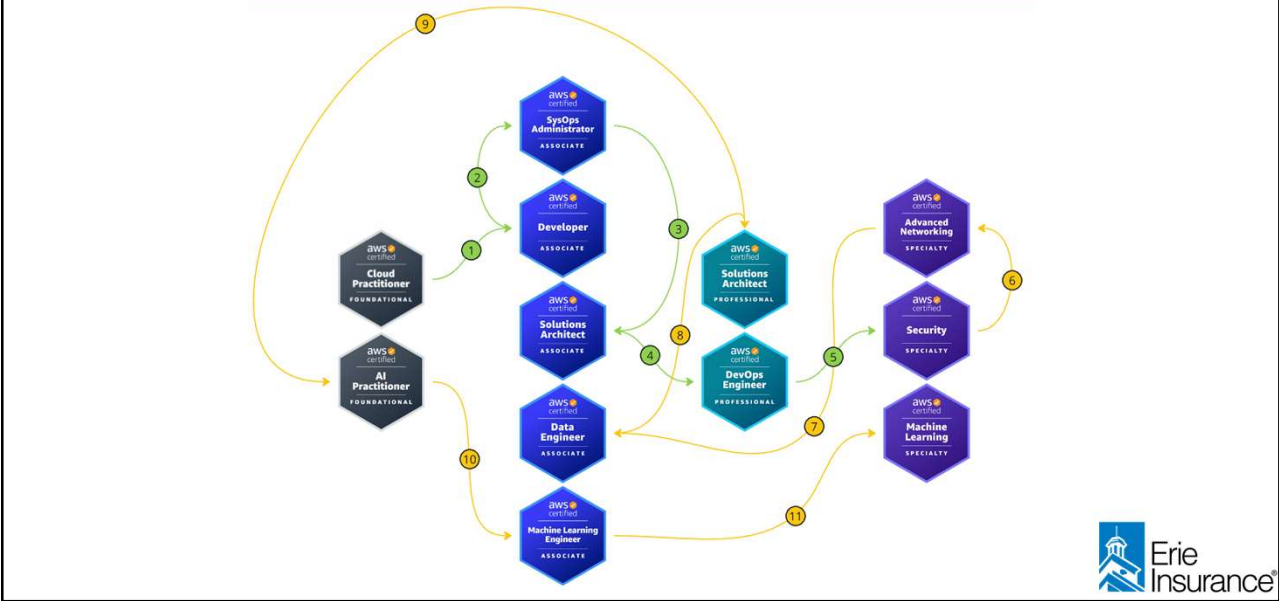
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AWS Certifications



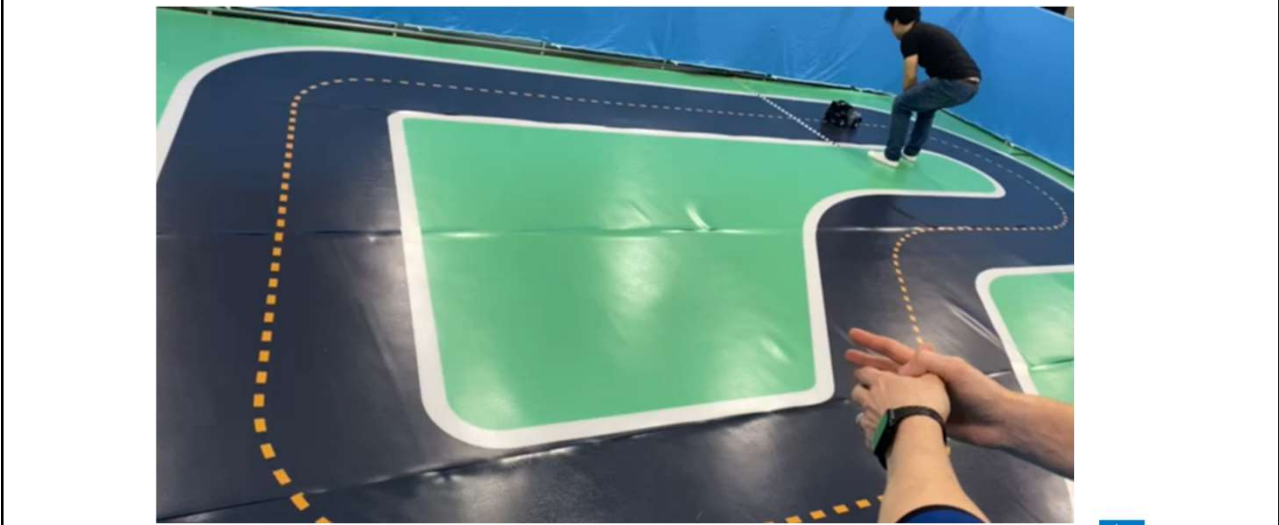
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AWS Certifications (my journey)





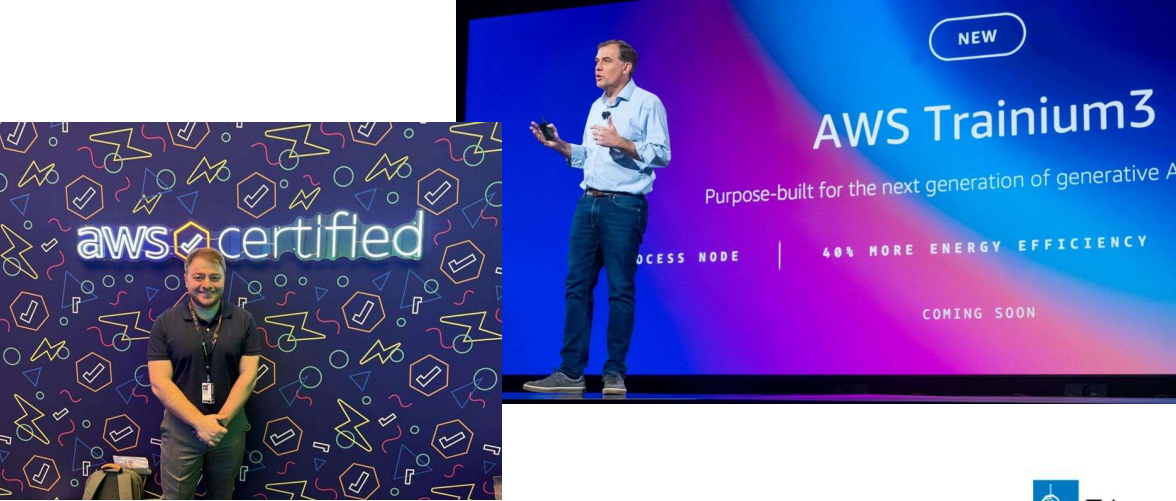
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AWS DeepRacer



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AWS re:Invent 



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Dylan Holland
IT Apprentice → Senior Programmer



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About Me



- Background
 - Originally from Arkansas
 - From a family of musicians
 - Dropped out of college
 - Worked in restaurants for a decade
 - Eventually graduated from Allegheny College
- Hobbies
 - D&D nerd
 - Love the NBA (Go Thunder!)
 - Gaming

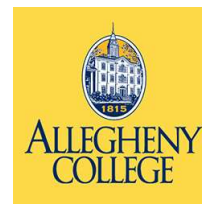


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My ERIE Journey



- Fall 2022
 - Accepted IT Internship offer
- Summer 2023
 - Interned with Data portfolio
 - Accepted Apprenticeship offer
- Fall 2023
 - Continued part-time internship
 - Graduated December 2023
- Winter 2024 – Present
 - Apprentice for multiple teams within Data
 - Exiting apprenticeship in 2 weeks as a Senior Programmer



Future Focus Internship Program



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What Do I Do Every Day?



- Coding-related tasks
 - Review my/other team member's code
 - Design, write, test, and implement new code based on agreed-upon requirements
 - Research new/better solutions for our requirements and **document** them
- Non Coding-related tasks
 - Meetings with team members, stakeholders, leadership, etc.
 - Training/studying
 - Spending time understanding my teammates

 **MarkLogic™**



aws

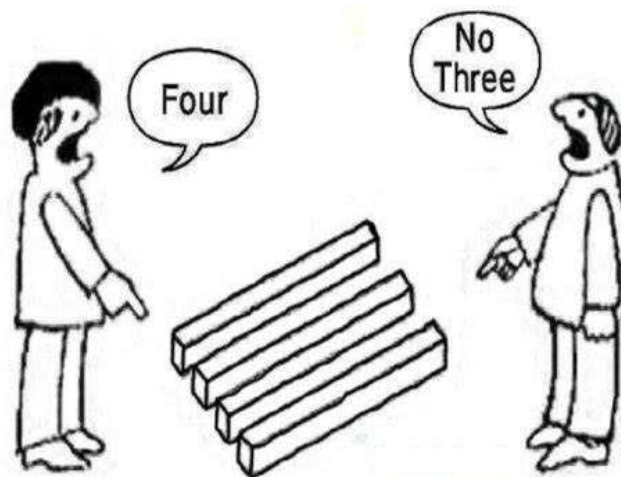

 **Terraform**



 Erie Insurance®

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The difficulty of collaboration



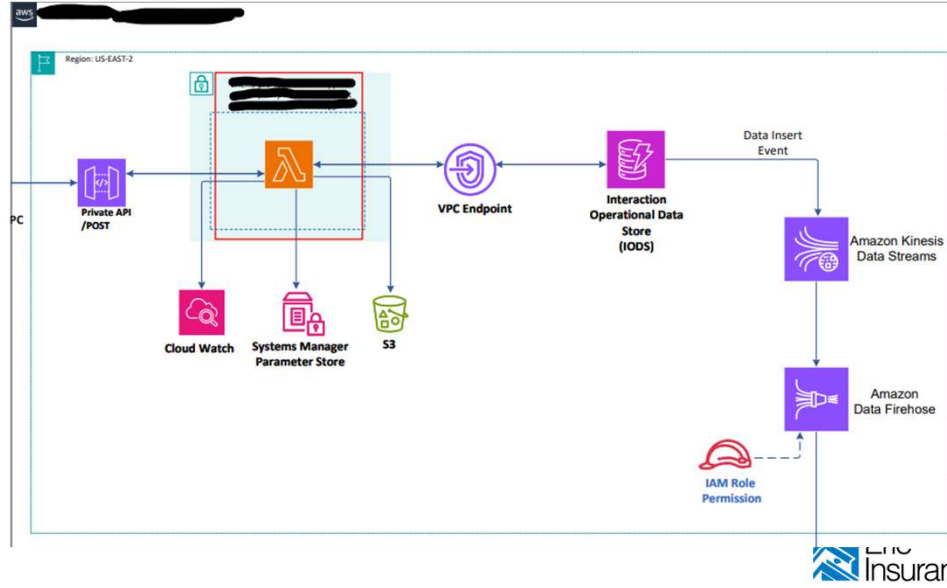
 Erie Insurance®

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Know your audience



High-level process

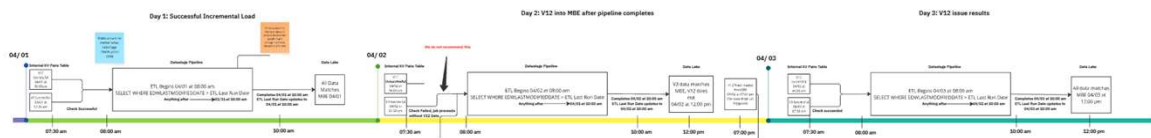


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Know your audience



Low-level detail



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What restaurants, D&D and rock bands taught me about computer science

People need to understand how each other think and feel to be successful. The life skills you learn outside the classroom will be just as valuable as the technical skills you learn inside.

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Joe Porter

Senior IT Business Support Specialist



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Background



United States Marine Corps Musician, Trombone

- Albany Marine Band (2008-2012)
- Third Marine Aircraft Wing Band (2012-2016)



Mercyhurst University (2016-2018)

- Music Education & Instrumental Performance

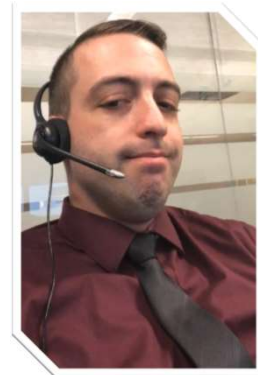


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My ERIE Journey



- Adecco (Temporary Employment)
 - Temp FNOL Representative
- Erie Insurance
 - FNOL Rep I (2018-2020)
 - Sr IT Business Support Specialist (2020-Present)



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A Day in the Life – Sr IT Business Support Specialist



- Supporting ERIE IT Talent Development
 - IT Intern Program
 - IT Apprentice Program
 - TOM Intake
 - IT Division-Wide Events



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A Day in the Life – Sr IT Business Support Specialist



Logistics and Event Planning

- Events
 - Talent Program Events
 - Working with business partners
 - Coordinating schedules of Senior Leadership
- Scheduling Meetings
 - Aligning schedules and accounting for conflicts

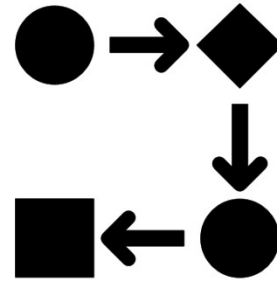


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Logistics, Coordination & Planning



- **What is Logistics?**
 - Detailed coordination of a complex operation involving many people, facilities, and/or supplies
- **Planning**
 - What is required? Who all is involved?
 - Anticipating and mitigating problems
- **Coordination – Connecting the Dots**
 - Getting everyone's schedule aligned
 - Requesting services and equipment
 - Securing the event space



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Taylor Shea

Apprentice → IT Business Systems Analyst



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Background



- Born and raised in Erie
- Attended Harbor Creek High School
 - Baseball, Hockey, Marching Band
- Graduated from Slippery Rock University
 - BA in Business Administration – Marketing
- Worked at a local flooring store for parts of 9 years
- Browns (forever sad), Guardians (sad since 1948), Penguins (sad for foreseeable future), Otters season ticket holder.
- 8-month old son



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My Erie Journey



- Modis IT Technician
 - July 2021 - October 2022
- ERIE IT Technician
 - October 2022 – February 2024
- IT Apprentice
 - February 2024 – May 2025
- Professional Business Systems Analyst
 - May 2025



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A Day In My Life

A day in the life of a BA

Get updated on project status/issues	Groom Requirements	Run Requirements workshop	Explain Requirements to Developers
9:00	10:00	11:00	12:00
13:00	14:00	15:00	16:00
Elicit Stakeholder Needs	Verify Requirements	Resolve Stakeholder Conflicts	Review Day's Progress and Plan for the next

ADAPTIVE US

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What I love about ERIE

- Family oriented
- Community focus
- Benefits
 - Healthcare, 401k, pension
- Development
 - Educational, leadership
- Stability
- Flexibility
 - Remote capabilities

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Tips



- Learn to communicate
- Be confident yet humble
- Don't be afraid to ask questions
- Admit when you're wrong or don't know
- Build your network
 - Taylor.shea@erieinsurance.com
- Be comfortable being uncomfortable
 - Challenge yourself, embrace your weaknesses
- Be flexible, *almost* never say NO



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Lunch Time 😊



House Salad

Baked Rigatoni

Meatballs & Marinara

Fresh rolls

Veggie Tray w/ Dip

Assorted Cookies

Iced Tea, Lemonade, Water



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IT High Level Wrap Up

Just to bring it all home!



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ERIE IT Vision Statement



As ERIE's technology **partner**, we **imagine** and **provide** capabilities that enable Our Company to provide "as near perfect protection, as near perfect service as is humanly possible and to do so at the lowest possible cost."



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IT Organization (40,000-foot view)



Executive Vice President & Chief Information Officer							
Office of the Chief Information Officer, Governance, Enterprise Architecture, Talent, Technology Strategy, Emerging Tech Transformation, Artificial Intelligence							
Product & Sales	Services	Corporate Enablement	End User Support	Infrastructure, Platform, Operations	Information Security	Innovation	All IT Initiatives
Agents	Customers	Employees	Employees	Agents, Customers, Employees	Agents, Customers, Employees	Community, Start Ups, Agents, Customers, Employees	All ERIE Entities and Initiatives
Senior Vice President	Senior Vice President	Senior Vice President	Senior Vice President	Senior Vice President	Senior Vice President	Senior Vice President	Vice President & Corporate IT Officer
Application Development & Support Divisions			End User, Infrastructure/Operations, InfoSec			Next Level Innovation	Enterprise Technology Office



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ERIE IT Job Families & Roles



IT Administrator Database Administrator Systems Administrator Network Administrator	IT Analyst Business Systems Analyst Data Management Analyst Data Modeler Quality Analyst Technical Analyst UX Designer UX Researcher	IT Apprentice IT Apprentice	IT Architect Enterprise Business Architect Enterprise Technology Architect Solution Architect Technology Architect
IT Business Support Specialist IT Business Support Specialist	IT Information Security Information Security Specialist	IT Programmer Programmer	IT Software Engineer Cloud Operations Engineer Cloud Platform Engineer Observability Engineer Software Engineer
	IT Project Manager IT Project Manager	IT Technician IT Technician	



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Simulation Overview – Approx. 1 hour



- Context & Teams (5 Minutes)
 - Teams of 4-5
 - Teams split in half – decide who will be “IT Team” and who will be the Business Stakeholder
- Client Interviews (10-15 Minutes)
 - IT Teams will ask questions
- Requirements Summaries (5 minutes)
 - IT teams will write down some notes about what they believe the requirements to be
 - Select a Team delegate to share your findings
- Team Presentations (20 minutes)
 - Each team will have a few minutes to talk about the requirements



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Agile Simulation Overview



- The intention of this activity is to simulate an IT Consulting environment
- Half of the folks will represent IT and half of the folks will represent the stakeholders
- IT will need to identify the stakeholder needs/requirements

Notes:

- There are some stakeholder needs that will remain secret until the IT consultants ask the right questions – #NoSpoilers
- Think about how to ask questions differently to get information
- Have fun!



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Teams – Randomly Sorted




<p>Team 1</p> <p>Collin Wimberly Alexander Cihon Owen DiBacco Kerry Sowers</p>	<p>Team 2</p> <p>Walker Owens Blaine Oler Keanu Crocker Vincent Kuhl Coby Hughes</p>	<p>Team 3</p> <p>Anna Marcy Zachary Long Preston Cessna James Clark</p>	<p>Team 4</p> <p>Isaac Trost Holly Goodwill Noah Prest Sullivan Sherwood Chevy Andrzejczak</p>
<p>Team 5</p> <p>Jackson Brink Abigail Russell Isabella L Brown Weston Kilgas Matthew Burnham</p>	<p>Team 6</p> <p>Tanmay Sharma Michael Weed Mason Melaragno Todd Szoszorek Dakota Kuhn</p>	<p>Team 7</p> <p>Logan Ul Jordan Klemm Logan Bach William Stempka</p>	<p>Team 8</p> <p>Francis Trigilio Bryan A Burwell Ryan Vrobel Benjamin Hedderman</p>
<p>Team 9</p> <p>Anthony Spencer Bradley McNeely Liam Schroeck Logan Handley Joshua M Miller</p>		<p>Team 10</p> <p>Jace J Sperry Aiden Rathbun Lukah Youngs Thomas Carpenter Nathan Woodring</p>	




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Scenario References



Team 1:	Coffee Shop Loyalty App: A local coffee shop wants to create a loyalty program
Team 2:	Nonprofit Donation Management: A small nonprofit struggles to track donors and donations
Team 3:	Veterinary Clinic Scheduling System: A busy animal clinic wants a better way to schedule appointments and send reminders
Team 4:	Online Art Portfolio for Students: An art teacher wants a system where students can upload and share their work
Team 5:	Local Landscaping Business Estimates Tool: A landscaping company needs a faster way to generate price estimates during home visits
Team 6:	E-Sports Club Tournament Tracker: A high school e-sports club wants an app to manage tournaments
Team 7:	Library Book Reservation System: A town library wants patrons to reserve books online and pick them up later
Team 8:	Food Pantry Inventory Tracker: A food pantry needs a better way to track donations and distributed items
Team 9:	Career Fair Booth Manager: A career counselor needs a way to organize and track employer booths for an upcoming job fair
Team 10:	Auto Repair Shop Customer Portal: A mechanic shop wants a customer portal for appointment booking and repair status updates



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Debrief



Questions for the broader group:

- What was the most challenging part of the “agile pivot”
- How did your team determine what to prioritize or how to ask questions differently?
- What did you learn about communicating with stakeholders?

- Each pivot forced the “IT consultants” to revisit stakeholder needs, redefine priorities, and adapt their solutions – exactly like agile teams must in real life
- The goal for this was never for any groups to be perfect, but willing and able to adapt – that’s a day in the life in ERIE IT ;)



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Thank You!



Questions?



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Contact Info



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Talent Optimization Management Supervisor
jaslyne.walter@erieinsurance.com

