John T Jones

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Accomplished IT professional with 19 years industry experience in roles such as Systems Engineering Manager, DevOps/System Administrator, Operations Center Technician (NOC) and Incident Manager. Proven track record of successful delivery of cloud solutions, accelerating devops goals and optimizing cloud infrastructure. **Highlights: Cloud Migration + Optimization, DevOps Implementation, Site Reliability Engineering.**

Skills

Cloud - Designing Scalable Cloud Architecture, Cost Optimization, Migration Planning, AWS (*EC2, RDS, Copilot, CloudWatch, DB Migration Service, ECS, Fargate, IAM, S3, Amplify, Cost Monitoring, Route 53, Certificate Manager, DynamoDB, CloudTrail, Guard Duty*.) Google (*GKE, API's, Analytics, Billing, VPC*).
DevOps - Site Reliability Engineering, GitHub, Git, Docker, Kubernetes, Google Analytics, Zabbix, Jira, Jenkins, Powershell, Packer.io, Terraform, Ansible, NewRelic, YML, Python.
SysAdmin - Windows, Linux, Containers, NGINX, IIS, ElasticCloud, Algolia, DNS, VideoStreaming, SOC, Networking, Database Administration, Server Administration, Virtualization, Slack, Google Workspaces, MS Teams.

Work Experience

Systems Engineering Manager   Remote 2020 - 2024
Superior Integrated Auctions
https://superiorintegratedauctions.com/

- **Led a successful migration project from a physical datacenter to AWS RDS and EC2,** resulting in a 60% improvement in the stability of web applications and services while introducing scaling and reliable backups for high-availability and data integrity.
- **Optimized AWS environment,** achieving 9.3 out of 10 on Mission Cloud Scorecard which tracks best practices on security, operations, reliability, cost and performance of cloud infrastructure.
- **Ensured daily operations for multiple SAAS applications and environments**, in a mixed Windows/Linux environment using technologies such as Docker, Nginx, Fargate and IIS. Maintain SLOs and proactively monitor the environment for risk.
- **Enhanced monitoring and IaC** (AWS Copilot) to reduce incidents and increase reliability. Utilized Zabbix, CloudWatch, Slack, New Relic, Grafana, Host-tracker, and load testing tools (loadster.io) for comprehensive oversight.
- **Implemented auto-scaling and Infrastructure-as-code** using AWS Copilot and AWS ECS Fargate. The solution included secrets management with encryption at rest and access control, increasing security of sensitive data. Flexible designs for back-end or internet facing services.
- **Directed development workflow and facilitated collaboration between teams** using Agile methodologies to drive story completion and Jira to track progress while improving and maintaining code quality via the adoption of QA processes and code repository best practices.
- **Reduced cloud spending by $260,000 annually through strategic cost optimization.** Implemented service decommissioning, instance rightsizing, scheduling, and cost monitoring.
- **Enhanced application performance while reducing costs** by identifying expensive SQL queries and implementing solutions to mitigate DB load**.** Leveraged tools like AWS Performance Insights, SQLQueryStress and SP_Blitz.
- **Implemented CI/CD processes** GitHub workflows and Octopus Deploy Server enabling automatic deployments to environments resulting in faster time to market, and improved team productivity. Notifications in place for build status integrated with slack and email allowing for quick action upon failure.
- **Enhanced application security** using OpenApp-Sec, an IA based WAF to protect against web attacks, threats, unauthorized access as well as independent penetration testing to discover and remediate application vulnerabilities.

DevOps/Systems Administrator   Remote 2017 - 2020

Superior Integrated Auctions

https://superiorintegratedauctions.com/

- **Implemented Packer.io with Ansible project** to build AWS AMIs, eliminating server installation time for new environments and ensuring consistent functionality across each environment.
- **Implemented WebRTC video streaming service** using Flashphoner WebCallServer for use within web applications. Configured as CDN to provide streaming from multiple media servers allowing for failover. Involved extensive work with in-house developers and Flashphoner to deliver business requirements of <1 second latency from auctioneer to web application.
- **Established comprehensive server and application monitoring** using tools such as AWS CloudWatch, SNS, Zabbix, Slack, NewRelic, Grafana and Host-tracker creating dashboards and metrics for analysis and facilitating rapid incident response.
- **Implemented Jenkins for CI/CD,** building .NET app from source and deploying to windows agents. Created other projects for administrative tasks and used project-based authentication to empower other team members to run workflows independently.
- **Enhanced cloud security** by implementing robust protocols for all cloud management resources, including two-factor authentication, IP restriction, password complexity and rotation. Performed password sweeps on a regular basis and provisioned accounts using RBAC.
- **Managed G-Suite** for all users - account management, security controls, email retention policies, license management, producing reports and enforcing compliance.

Incident Manager/Operations Center Technician II

Blackbaud

https://www.blackbaud.com/   Austin TX 2015-2017

- **Provided onsite monitoring** of IT infrastructure and incident response.
- **Notify IT personnel** through notification software, create and manage war rooms and drive the resolution of the incident.
- **Send updates on a predetermined schedule** to internal and external stakeholders during incidents around event status.
- **Report on incident event times** such as incident detect time, repair and restore time, adhering to ITIL v3 standards.

Network Operations Technician (NOC)

Epicor Software

https://www.epicor.com/   Austin TX 2010-2015

- **Provided onsite monitoring** of IT infrastructure and incident response.
- Build, maintain and deploy Windows and Solaris servers for the Epicor environment.
- Fulfill data restore requests within SLA, handling requests for offsite media.
- Process tape backup daily offsite rotation using Iron Mountain.

Desktop Support Technician

Epicor Software

https://www.epicor.com/   Austin TX 2005-2010

- Provided hardware and software assistance to internal employees.
- Build and deploy Windows images for use on desktops and laptops.

Certifications

ITIL Foundation, Comptia Network+, Comptia A+, Microsoft Server, (MSDST) Microsoft Certified Professional (MCP).

Education

Bachelor of Arts in Liberal Studies, State University of New York (S.U.N.Y) Purchase.
- Psychology of Communication.
- Logic
- Technology Evolutions.