

# Jared Whitney

📅 03/10/1989 📍 United States of America 📍 100 Boucle Jeanne Cir Apt 336, Maitland, FL 32751, United States  
📞 913-222-9827 ✉️ jp.whitney@hotmail.com 🌐 [https://j-whit.github.io/Jared\\_Whitney/](https://j-whit.github.io/Jared_Whitney/)

## Profile

A dedicated and innovative IT engineer with over 9 years of experience in integrating development and operations to enhance collaboration and efficiency. Skilled in automating and optimizing mission-critical deployments in on-premises and cloud environments, utilizing a wide array of tools within AWS and Azure. A background in software development, technical support, and a deep understanding of system administration, I possess a unique blend of technical acumen and a collaborative mindset. Passionate about fostering collaboration between development and IT operations, I strive to align technical solutions with organizational goals, ensuring reliability, efficiency, and quality. With a constant drive to learn and adapt in the rapidly changing tech landscape.

## Work Experience

📅 03/2024 – PRESENT  
📍 ORLANDO, UNITED STATES

### IT Engineer Derivco

As an Information Technology Engineer at Derivco USA, I am responsible for contributing to optimal uptime of software products and minimal business impact due to issues in the production environment by resolving, assigning, or escalating requests and incidents as well as configuring and deploying software components.

Key Responsibilities:

- Release, maintenance, and monitoring of production software components or infrastructure components that meet the design, business requirements, and standards.
- Monitoring of support queues and prioritization of incidents according to predefined criteria on a large array of environments across the globe.
- Investigation, resolution, or escalation of incidents.
- Monitoring of system performance, identification of potential issues, and resolving them.
- Completion of allocated work items on IT engineering projects.
- Creation and maintenance of documentation.
- Knowledge of the development standards, SDLC process, and CI/CD methodology.

## Work Experience

📅 05/2022 – 12/2023 📍 REMOTE, UNITED STATES  
**Cloud Solution Specialist 2**  
**Hyland Software**

- Design, develop, and implement innovative cloud solutions tailored to the client's needs.
- Evaluate and recommend cloud technologies and services to meet project objectives efficiently.
- Configure, deploy, and maintain cloud resources to support client applications.
- Develop scripts to automate the configuration of applications
- Develop and maintain cloud operational procedures.
- Troubleshoot and resolve issues related to cloud services, resources, and products such as Onbase and Brainware.
- Stay updated on new cloud technologies and service offerings to continually improve the quality of solutions provided.

📅 2017 – 2022 📍 KANSAS CITY, UNITED STATES  
**Technical Support Engineer 3**  
**Hyland Software**

- Troubleshooting issues involving Brainware Intelligent Capture (BIC)
- Provide technical support to customers using our cloud services and products, resolving issues via email, phone, and remote sessions.
- Troubleshoot cloud systems to diagnose and resolve unique, non-recurring problems.
- Collaborate with the engineering team to optimize performance of cloud systems and applications.
- Maintain and enhance cloud security operations by ensuring proper set-up, preventive measures, and incident response.
- Assist in managing cloud environments in accordance with company security guidelines.
- Train clients and users on cloud-based services and technologies.
- Document procedures, create support guides, and maintain support logs.
- Stay up-to-date on the latest cloud technologies and updates.

📅 2016 – 2017 📍 KANSAS CITY, UNITED STATES  
**System Engineer**  
**Cerner Corporation**

- Testing scalability of Cerner applications
- Analyzing the system metric results of the tests

Work Experience

- Documenting test results in JIRA
- Manage a multiplatform environment: RHEL, Oracle Databases, and Citrix
- Querying, creating columns, and updating tables for SQL Database
- Automate tests with Bash and Cron

📅 2014 – 2015 📍 WICHITA, UNITED STATES

**QA Engineer**  
**NetApp**

- Worked in an Agile environment
- Testing and certification of high-performance RAID storage systems.
- Tested storage systems to validate host software, firmware, and other features.
- Update the systems to meet the test configurations.
- Assembling and manage storage systems for test configurations.
- Documenting test results via test management tools.

Education

📅 2009 – 2015 📍 WICHITA, UNITED STATES

**Bachelor of Science in Computer Science**  
**Wichita State University**

Skills

Cloud architecture	<b>Professional</b>
Infrastructure management	<b>Professional</b>
Problem-solving	<b>Professional</b>
Collaboration	<b>Professional</b>
Python	<b>Professional</b>
JavaScript/Typescript	<b>Professional</b>
Windows	<b>Professional</b>
Linux	<b>Professional</b>
Kubernetes	<b>Professional</b>
Ansible	<b>Limited</b>
Octopus Deploy	<b>Professional</b>
Microsoft SQL	<b>Professional</b>
Load Balancing	<b>Professional</b>
Dynatrace	<b>Professional</b>
IIS	<b>Professional</b>
Onbase	<b>Professional</b>
Brainware	<b>Professional</b>
VMWare	<b>Professional</b>
Rust	<b>Limited</b>
Firewalls	<b>Professional</b>
Grafana	<b>Professional</b>
ELK	<b>Professional</b>
YAML	<b>Professional</b>
Github	<b>Professional</b>
Azure DevOps	<b>Professional</b>
NOC	<b>Professional</b>
PagerDuty	<b>Professional</b>

Strengths

Technical expertise	Problem-solving skills
Communication abilities	
Project management	Analytical mindset
Cloud architecture	Adaptable
Troubleshooting	

Certificates

05/2023  
**Introduction to Kubernetes 2023**  
**Linux Foundation**  
<https://courses.edx.org/certificates/0fcd0cc7eda34453ab5d1273d9ca3e3e>

06/2023  
**AWS Certified Cloud Practitioner**  
**Amazon**  
[https://www.credly.com/badges/1c3352b6-3f35-44cd-b4aa-f65391e33169/linked\\_in?t=rwjzt5](https://www.credly.com/badges/1c3352b6-3f35-44cd-b4aa-f65391e33169/linked_in?t=rwjzt5)

Social Media

	
Jared Whitney	Web Page via Github