Jared Whitney

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Profile

A dedicated and innovative Application Support 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 – 03/2025 📍 ORLANDO, UNITED STATES
Application Support Engineer
Derivco
As an Application Support Engineer at Derivco, 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
Application Support Engineer 3
Hyland Software
- Provide advanced technical support for Brainware Intelligent Capture (BIC), resolving complex issues through in-depth troubleshooting and root cause analysis.
- Collaborate with development teams to report bugs, test fixes, and optimize software performance.
- Guide clients and internal teams in the configuration, integration, and maintenance of BIC systems.
- Create and update technical documentation and support guides, ensuring best practices are followed.

📅 2016 – 2017 📍 KANSAS CITY, UNITED STATES
System Engineer
Cerner Corporation
- Testing scalability of Cerner applications
- Analyzing the system metric results of the tests
- 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

Work Experience

📅 2014 – 2015 📍 WICHITA, UNITED STATES
Test 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	**Professional**
Infrastructure management	**Professional**
Problem-solving	**Professional**
Collaboration	**Professional**
Python	**Professional**
JavaScript/Typescript	**Professional**
Windows	**Professional**
Linux	**Professional**
Kubernetes	**Professional**
Ansible	**Limited**
Octopus Deploy	**Professional**
Microsoft SQL	**Professional**
Load Balancing	**Professional**
Dynatrace	**Professional**
IIS	**Professional**
Onbase	**Professional**
Brainware	**Professional**
VMWare	**Professional**
Rust	**Limited**
Firewalls	**Professional**
Grafana	**Professional**
ELK	**Professional**
YAML	**Professional**
Github	**Professional**
Azure DevOps	**Professional**
NOC	**Professional**
PagerDuty	**Professional**

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/0fcd0cc7eda344 53ab5d1273d9ca3e3e

06/2023
AWS Certified Cloud Practitioner
Amazon
https://www.credly.com/badges/1c3352b6-3f35-44cd-b4aa-f65391e33169/linked_in?t=rwjzt5

Social Media

Jared Whitney   Web Page via Github