

# Jarred Stone

Certified AWS Solutions architect with demonstrated strengths in customer service, time management, and problem resolution. Highly proficient at troubleshooting availability and performance issues, migration to the cloud, Python script development, CI/CD Automation, Cloud Security, and architecting highly available and highly resilient solutions within the cloud.

## Skills and Abilities

### Computer Skills

- Excellent proficiency with Cloud Technologies: AWS , Azure, and GCP.
- Superior knowledge of Linux/UNIX, Scripting (Python and PowerShell), DevOps, and automation
- Infrastructure as Code development
- Identity Access Management (IAM) and Bucket Policy management
- Fluent with GIT/Source control
- Proficient in security and cost reduction in the cloud while maintaining availability and performance

### Organizational Skills

- Communicating with stakeholders to set expectations and lay out roadmap
- Competent at organizing and maintaining operations prior to deadlines
- Adept at being compliant and use discretion with sensitive information to uphold the privacy of customers.

## Experience

### NCR Corporation - Software Engineer

May 2023 - August 2024

Technical resource for creating new backend and front end for 70+ financial institutions websites for their transition to a new backend banking interface

- Using Python scripts for configuration changes and adding features to the front end
- Updating Database information using SQL queries in an Oracle DB
- Operating Linux GCP Virtual Machines and GCP logging for backend troubleshooting and validation
- Documenting and creating SOPs for installing and configuring the new interface for the support efforts in the future.
- Working with QC team to ensure the quality of the fully built site before allowing the financial institution to test their features
- Collaborating with other teams to resolve issues and build new plugins for features from the new interface
- Meeting with stakeholders to discuss progress and set expectations
- Delivering the financial institutions a fully functional site on a specified Go-Live day, and providing the testers with live support to resolve any issues

### Infor Communications - DevOps Engineer

May 2021 - March-2023

Member of the Cloud Tools and Services team.

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## Tools

Kubernetes

Docker

Gitlab/SCM

Amazon Web Services

Azure

Google Cloud Platform

Cloud Security

CI/CD pipeline Automation

Network Administration

Infrastructure as Code

Architecture of effective solutions based on number of users, cost, ability requirements, etc

Bash/Shell scripting

## Certifications

AWS Certified Cloud Practitioner

AWS Solutions Architect Associate

HashiCorp Terraform Associate

AWS Solutions Architect Professional (In progress)

CompTia Security+ (In

- Working in an Agile, sprint-based environment.
- Developing CI pipeline and scripts for jobs in pipeline to help automate development process
- Operating as project lead on Release Certification Checklist project. Working on creating a workflow that allows for better quality software to be developed and tested according to a company wide standard and have the entire process, including security scans, automated within a CI/CD pipeline
- Creating YAML templates for use within CI pipelines for specific jobs, stages, etc
- Drafting internal documents to ensure information regarding the Release Certification Checklist is available for all members of the team.
- Managing internal self hosted GitLab instance
- Creating dashboards with telemetric data about load balancer health, consumed units, 5xx errors, etc.
- Developing python scripts to alert on telemetric data
- Deploying and Managing infrastructure using Terraform and AWS Cloudformation

Progress)

## LANGUAGES

English, proficiency in Spanish

Python, Javascript, XML, YML, HTML

## Vertex INC, Remote — Applications Engineer

Oct 2020 - March 2021 Contract

Application Support for an Indirect Tax SaaS company. Main responsibilities included:

- Maintained customer post sale satisfaction and correct use of software by answering phone calls and reviewing help requests
- Ensured resolution of issues within 24 hours of request by analysing logs, troubleshooting tax issues, and referencing learning portal, or escalated issue to higher tier for higher level troubleshooting.
- Met daily goals of case resolution by collaborating with teams within and outside of my department

## Granicus, Denver, CO — Customer Support Engineer

Aug 2019 - Oct 2020

Support for a FEDRAMP compliant Government Transparency SaaS company. Main responsibilities include:

- Participated in achievement of yearly department backlog goal by maintaining daily case resolution and phone availability goals
- Provided support and deployment of an AWS hosted application
- Provided remote Windows and Linux administration using SSH, RDP, and VPNs to ensure proper level of support despite remote location
- Used Salesforce, JIRA and Confluence daily for managing tickets and collaborating with other teams

## EDUCATION

### Year Up Greater Atlanta, Atlanta, GA

March 2018 -February 2019

Cybersecurity Student and Intern. Coursework and internship included:

- Python

- Information Security
- Linux Administration
- Public Speaking
- HTML, CSS, and Javascript

## **Valdosta State University, Valdosta, GA— *In Progress***

August 2014 - Current

Field of Study: Business Administration with a minor in Spanish

### **PROJECTS**

#### **Application Migration — 2021**

Migration of an on premises Windows based .Net web application to Amazon Web Services

#### **Enterprise Architecture — 2021**

Creation of an entire Enterprise business environment with tools like single sign on, email, A CRM, etc within Amazon Web Services

#### **Netflix Application— 2021**

Architecture of a media streaming platform similar to Netflix within Amazon Web Services

#### **JSON Parsing Data Table — 2019**

Development of a JSON parsing data table using front end web development tools such as HTML, CSS, Javascript for internship project.