

# Jason Swindle, DevOps Professional

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## EXPERIENCE

### **Amazon Web Services, Cloud Support Engineer I (Level 4)**

2015-04-13 — Present

<https://aws.amazon.com/>

- Provided best practices and conducted troubleshooting for high severity issues for AWS customers who use AWS deployment management services such as (but not limited to): Elastic Beanstalk, EC2 Container Service (ECS), EC2 Container Registry (ECR), CloudFormation, OpsWorks, CodeDeploy, CodePipeline, and CodeCommit.
- One of three Premium Support Engineers who meet bi-weekly with ECS / ECR Product Leadership to act as a customer's advocate which included highlighting: feature requests, bug reports, customer complaints, and overall inter-team communication improvements.
- Helped design highly available, robust, and loosely coupled systems which incorporated a large number of AWS Services.
- Collaborated with AWS Premium Support of Sydney office to create introduction, intermediate, advanced, and Subject Matter Expert (SME) level trainings for ECS, ECR, and Docker.
- Participated as an "Ask an Architect" at AWS Pop-up Loft in San Francisco providing 1-on-1, 60 minute sessions to attendees who needed technical deep dives into AWS and Docker, or attendees who expressed interest in learning the fundamentals of Cloud Computing.
- Attended the ECS Global SME Summit and represented the needs of the customers and support to Solution Architects and Product Leadership.
- Assisted in creating the ECS SME accreditation, to raise the bar of training and excellence for many to follow.

### **Rackspace US, Inc., Linux Operations Administrator I**

2014-04-29 — 2015-03-19

<https://www.rackspace.com/>

- Supported Rackspace Cloud Databases deployment of OpenStack Trove.
- Helped remove 50 terabytes of data, saving Rackspace money on a 3rd party backup service.
- Successfully deployed SaltStack in two Data Centers with no customer impact or downtime.
- Implemented a SaltStack Master of Masters, via Docker, to manage 6+ SaltStack Masters.
- Provided initial responses on all tickets and phone calls for customers.
- Assisted in creating classes for Rackspace's training program to create a culture of improvement and education.

### **Rackspace US, Inc., Cloud Launch Manager I**

2013-02-12 — 2014-04-29

<https://www.rackspace.com/>

- Maintained an account base of 60 customers for the duration of their first 60 days as a Rackspace Customer.
- Built strong relationships with 3rd party vendors such as New Relic, SaltStack, and CloudFlare.
- Architected scalable Cloud deployments which allowed a customer to grow as needed.
- Designed, deployed, and managed the infrastructure for several internal support tools.
- Obtained SaltStack Certification and presented at SaltConf 2014.
- Presented at Cloud Mafia about Rackspace, DevOps, and SaltStack.

**Rackspace US, Inc., Cloud Sites Linux Administrator I**

2010-08-16 — 2013-02-12

<https://www.rackspace.com/>

- Provided Fanatical Support to customers and Rackers via phone, chat, and ticketing system.
- Established a strong understanding of the Cloud Sites PaaS (platform as a service) infrastructure.
- Acted as an escalation path for customers needing complex technical and relational assistance.
- Developed relationships with the customer base and made recommendations based off their anticipated needs with a goal to improve and optimize their website(s).
- Cultivated a close partnership with System Operations Engineers in order to resolve customer and system platform issues.
- Self-driven without direct supervision and managed the customer load on the support floor.

**Computer Sales and Services, Inc., Support Specialist**

2009-05-19 — 2010-08-16

<http://www.cssla.com/>

- Monitored 300+ network devices via SNMP in Cacti and The Dude.
- Acted as the primary support agent who provided support for the critical Point-to-Point wireless network for Iberville Bank and all its branches. Support was also provided to the Information System Officer via e-mail, phone, and SMS.
- Created and implemented an inventory system to track assets deployed at customer site as well as assets on-hand to be deployed for future customers and orders.
- Provided phone-based support for website hosting, FTP, and Internet service to customers.
- Installed point-to-multipoint wireless equipment at the customer's premise.
- Supported our in-house e-mail via POP3, IMAP, SMTP, and web interface.

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**AWARDS****SaltStack Certified Engineer (SSCE), SaltStack, Inc.**

2014-01-29

- 13th SaltStack Certified Engineer Globally (0x2E6A0C88)

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**VOLUNTEERING****ATX Hack for Change, Advisor**

2013-04-31 — 2013-05-02

<http://atxhackforchange.org/>

- Helped advise "hackers" on the best practices of how Cloud Computing could best serve the needs of non-profit organizations in the greater Austin area.

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**EDUCATION****University of North Alabama**

2004-06-01 — 2008-12-01

Bachelor of Business Administration - Computer Information Systems

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**SKILLS****DevOps:** Docker / Dockerfile, CI / CD, SaltStack / Salt, Git / Github**Markup Languages:** YAML, JSON, Markdown

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