

JASON L. SWINDLE

IT PROFESSIONAL

jason.swindle@gmail.com

+1 (256) 275 - 4228

Technical	SaltStack / Salt Markdown	Docker YAML	Github / Git
Education	University of North Alabama BBA in Computer Information Systems	December 2008	
Certifications	SaltStack Certified Engineer 13th Globally	January 2014	
	CompTIA Network+ 2009 Edition	November 2009	
	CompTIA A+ IT Technician 220-602	July 2007	
Gallup Strengths	Learner Harmony	Futuristic Restorative	Input
Experience	Rackspace US, Inc. Linux Operations Administrator I April 2014 to Present <ul style="list-style-type: none">• Helped removed 50 terabyte of backups, saving Rackspace money on a 3rd party backup service.• Linux operations administrator for Rackspace Cloud Databases (OpenStack Trove).• Successfully deployed SaltStack to two Data Centers with no customer impact or downtime.• Implemented a SaltStack Master of Masters, via Docker, to manage 6+ SaltStack Masters.• First contact on all tickets and phone calls during first shift.• Helped create classes for Rackspace's training program to create a culture of improvement and education.		
	Cloud Launch Manager I February 2013 to April 2014 <ul style="list-style-type: none">• 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 like New Relic, SaltStack, and CloudFlare.• Architected scalable Cloud deployments to allow a customer to grow with their needs.• Designed, deployed, and managed the infrastructure for several internal tools.• Became a SaltStack Certified Engineer and gave a talk at SaltConf 2014.• Gave a talk at Cloud Mafia about Rackspace, DevOps, and SaltStack.		
	Cloud Sites Linux Administrator I August 2010 to February 2013 <ul style="list-style-type: none">• Provided Fanatical Support to customers and Rackers via phone, chat, and tickets.• A strong understanding of the Cloud Sites infrastructure and how to support it.• Escalation paths for customers needing complex technical help or needing to air grievances.• A great knowledge of our customers and how issues/outages impact the front-line support.• Close partnership with System Operations to resolve customer or system issues.• Self-driven without direct supervision and managed the customer load on the support floor.		
	Computer Sales and Services, Inc. Support Specialist May 09 to August 2010 <ul style="list-style-type: none">• Monitored 300+ network items via SNMP in Cacti and The Dude.• The main support agent for the critical Point-to-Point wireless network for Iberville Bank and all its branches. This support was provided to the Information System Officer via e-mail, phone, and SMS.• Implemented an inventory system via Excel to track asset deployed and asset on-hand.• Provide phone-based support for website hosting, FTP, and Internet service.• Installed point-to-multipoint wireless equipment at the customers premise.• Supported our in-house e-mail via POP3, IMAP, SMTP, and web interface.		