

# JASON SWINDLE

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## EXPERIENCE

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### Google, Inc.

Technical Account Manager, Alphabet, Google Cloud Professional Services

Asheville, North Carolina

August 2021 to Present

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### Amazon Web Services, Inc.

Specialist Technical Account Manager for Container Technologies

San Antonio, Texas

September 2018 to July 2021

- First Specialist Technical Account Manager (STAM) for Containers in Amazon / AWS, and helped shaped the role and direction of the STAM organization
- Provided guidance for highly scalable, flexible, and resilient cloud workloads for enterprise AWS customers using a broad range of technologies and skills
- Technical liaison between customers, service teams, and support. This included being the voice of the customer during product creation, escalations, and product improvements
- Developed a proof-of-concept monitoring infrastructure which monitored 1.5 million vCPUs and 55,000+ Amazon EC2 servers with a 1-minute monitoring service level agreement (SLA). This setup included the use of: Prometheus for the collection and storage of metrics, Grafana for the custom dashboards, Docker for the deployment, Amazon EC2 for the servers, Amazon Application Load Balancer for load balancing request to Grafana, and Prometheus Node Exporter for server level metrics.
- Worked closely with a Fortune 500 customer's engineering team to triage and unblock them from a production outage, and identified a software bug that could impact other customers
- Co-developed the "EKS Log Collector", which is now included in the Amazon Elastic Kubernetes Service AMI and GitHub repository. This helped decrease case resolve time and reduced the total number of correspondences

### Amazon Web Services, Inc.

Cloud Support Engineer II

Seattle, Washington

October 2016 to September 2018

- Served as the highest tier of support to mitigate escalations to the respective service team, and improve turn around time on customer issues
- Presented at the ECS Global Subject Matter Expert Summit that had solution architects, product leadership, and premium support
- Point of Contact for ECS / ECR / Fargate / EKS / Docker in support for the service teams, solution architects, and leadership
- The preferred engineer and single point of contact for all things ECS / ECR / Docker for a large customer that successfully launched a feature used by up to 100 million users daily
- Traveled to Berlin to give a presentation on ECS and Prometheus monitoring to a fast growth start-up
- Helped improve process in the support organization by strengthening the relationship with the documentation team to lower customer contacts and clarify complex topics, and led project to create and update internal tooling for premium support
- Helped launch Amazon Fargate and Amazon Elastic Kubernetes Service. Work included: Created and delivered training material for premium support on new services, Collaborated with the service team to advocate for customer features, Educated the service team about the premium support experience, and how they can best serve premium support
- All job functions of Cloud Support Engineer I continued to be served

### Amazon Web Services, Inc.

Cloud Support Engineer I

Seattle, Washington

April 2015 to October 2016

- Only AWS premium support Engineer to represent AWS at DockerCon 2016 (Seattle) in 1-on-1 interactions with customers to understand their needs / gather feedback on ECS and AWS
- Provided best practices and conducted troubleshooting for high severity issues for AWS customers who use AWS deployment management services including (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 met 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
- Collaborated with AWS premium support of Sydney, Australia office to create introduction, intermediate, advanced, and Subject Matter Expert (SME) level training for ECS, ECR, and Docker
- Accredited ECS subject matter expert (SME) at Amazon. This accreditation was validated and approved by the creators of Amazon Elastic Container Service.
- Participated in "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 and DevOps
- Attended the ECS Global Subject Matter Expert Summit and represented the needs of the customers and support to solution architects and product leadership

## EDUCATION

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<b>University of North Alabama</b>	Florence, Alabama
Bachelor in Computer Information Systems	June 2006 to December 2008

## AWARDS

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<b>Google Cloud Certified Professional Cloud DevOps Engineer</b>	Google, Inc.
Certification ID (Credly): a4ff84df-dfe2-4eaf-9e1f-360e20f64076	May 2024
<b>Google Cloud Certified Professional Cloud Architect</b>	Google, Inc.
Certification ID (Credly): de0f3b7b-28a9-4e0f-ae64-b462c495ffc6	May 2024
<b>SaltStack Certified Engineer (SSCE)</b>	SaltStack, Inc.
13 <sup>th</sup> SaltStack Certified Engineer Globally (0x2E6A0C88)	January 2014