

# Jason Swindle, DevOps Professional

jason.swindle@gmail.com | +1 (256) 275 - 4228 | Seattle, Washington, US

<https://www.linkedin.com/in/jasonswindle> | <https://github.com/JasonSwindle> | <https://keybase.io/jasonswindle>

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## EXPERIENCE

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

2015-04-13 — Present

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

- Advise best practices and provided 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, CodeCommit.
- One of three Premium Support engineers to meet bi-weekly with ECS / ECR Product Leadership to act as a customer's advocate when meeting with product leadership that included bringing to attention: feature request, bug reports, customer complaints, and overall inter-team communication improvements.
- Helped design highly available, robust, and loosely coupled systems that took advantage of a large number of AWS Services.
- Acted in concert with the AWS Premium Support of Sydney office to create introduction, intermediate, advance, and Subject Matter Expert (SME) level trainings for ECS, ECR, and Docker.
- Worked as an "Ask an Architect" at AWS Pop-up Loft of San Francisco to provide 1-on-1, 60 minute sessions to whomever needed technical deep dives into AWS and Docker, or just want to learn the fundamentals of Cloud Computing.
- Attended the ECS Global SME Summit, where I represented the needs of the customers and support to Solution Architects and Product leadership.
- Helped create 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/>

- 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.

### **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 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.

**Rackspace US, Inc., Cloud Sites Linux Administrator I**  
<https://www.rackspace.com/>

2010-08-16 — 2013-02-12

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

2009-05-19 — 2010-08-16

- 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.

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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**  
<http://atxhackforchange.org/>

2013-04-31 — 2013-05-02

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

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EDUCATION

**University of North Alabama**  
Bachelor of Business Administration - Computer Information Systems

2004-06-01 — 2008-12-01

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SKILLS

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

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