

JASON SWINDLE

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EXPERIENCE

Google, Inc.

Asheville, North Carolina

Technical Account Manager for Alphabet, Google Cloud Professional Services

August 2021 to Present

- In a workstream that lasted 4 months that resulted in \$xx million cost savings for Alphabet that included:
 - Created email templates, customer issue tickets management with a 2 day service level agreement (SLA) on updates
 - Leadership received weekly email reports and a real-time spreadsheet that tracked the end-to-end status of each item worked on, when they were contacted and what method, and if the customer was making progress or stalled
 - Any communications sent via email are automatically moved into tickets for accountability, and visibility. This also centralized all communications into one location to prevent sprawling threads in many locations
 - Closely collaborate with a Cloud Billing Manager and Program Manager (PgM) with bi-weekly check-ins to confirm the workstream was progressing correctly and would finish on time in the 4 month allotted timeframe
- Spearheaded supporting Google's internal data-lake, and acted as a PgM for anything involved the enduser. This work stream also included:
 - Ensured top-notch seamless operations and enabling data-driven decision making
 - Collaborated with cross-functional teams to develop and maintain an internal Knowledge Base (KB) that supports the data-lake. This KB included getting started guides (basic and advanced), troubleshooting playbooks, and next steps for troubleshooters when they need to escalate to engineering
 - Wrote and updated policies as new features and changes occurred to the data-lake, or changes inside of Alphabet (e.g. layoffs, or shifting development focuses)
- Worked closely with the NVIDIA team that supports Alphabet's internal usage of GPUs, fostering strong relationships and driving collaborative initiatives. These initiatives:
 - Work with NVIDIA and the Confidential Computing Product Manager (PM) to deliver a recorded training to my team
 - Created self-service training to Alphabet employees on how to procure GPUs via different methods, and worked with NVIDIA to include how someone could contact NVIDIA for support
- Mentored two new team members, conducted regular check-ins to support their professional development and rapid onboarding, and fostered an environment where they feel empowered to ask questions without fear of judgment
- Managed strategic partnerships with key stakeholders as the TAM to two of Google's leading AI departments

Amazon Web Services, Inc.

San Antonio, Texas

Specialist Technical Account Manager for Container Technologies

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 startup
- Helped improve process in the support organization by strengthening the relationship with the documentation team to reduce 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

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 introductory, 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 60-minute 1-on-1 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**University of North Alabama**

Bachelor in Computer Information Systems

Florence, Alabama

June 2006 to December 2008

AWARDS**Google Cloud Certified Professional Cloud DevOps Engineer**

Certification ID (Credly): a4ff84df-dfe2-4eaf-9e1f-360e20f64076

Google, Inc.

May 2024

Google Cloud Certified Professional Cloud Architect

Certification ID (Credly): de0f3b7b-28a9-4e0f-ae64-b462c495ffc6

Google, Inc.

May 2024

SaltStack Certified Engineer (SSCE)13th SaltStack Certified Engineer Globally (0x2E6A0C88)

SaltStack, Inc.

January 2014