JASON L. SWINDLE
IT PROFESSIONAL

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Technical	SaltStack / Salt	Docker	Github / Git
	Markdown	YAML	

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	Futuristic	Input
	Harmony	Restorative	

Experience

Rackspace US, Inc.
Linux Operations Administrator I   April 2014 to Present

- 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

- 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

- 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

- 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.