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Summary

An accomplished IT professional with a focus on Data Center and DevOps roles. I bring robust experience in data management, including data extraction and pipeline creation for AI training, proven in my work at Sophic AI.

I have a strong track record in infrastructure maintenance and operations optimization, as evidenced by my zero-downtime management of private cloud infrastructure at picoEdge. Additionally, I'm skilled in the automation of server setup and troubleshooting, proven through my tenure as a Datacenter Technician at Redapt Inc.

With an extensive background in customer service and technical support, I excel at diagnosing and resolving issues, as demonstrated during my time as an In-store Technician. I also possess experience in virtual and physical infrastructure management and task automation, gained at RosaLind.

Expert in tools like Docker, Bash, Git, Microsoft Azure, Python, Red Hat Linux, and AWS, I'm well-positioned to alleviate a company's IT challenges in a Data Center environment.

Languages & Scripts: Python, Bash, GO, Hashicorp HCL, PowerShell

Cloud Environments: Digital Ocean, AWS, Google Cloud Platform

Operating Systems: Windows, Unix (FreeBSD, OpenBSD, Linux)

DevOps & Automation: Docker, Git, Ansible, VMware, Portainer, Terraform

Software & Applications: HubSpot, LinkedIn Sales Navigator, MS Office Suite, Crunchbase, Zoom, hunter.io

Security & Networking: pfSense, AWS security hub, Firewalls, VPNs, IDS

Infrastructure Monitoring: Datadog

Hardware & Infrastructure: Computer Hardware, Data Center, RAID, Network Switches & Routers, KVM switches

Experience

Data Engineer

Sophic AI

Jan 2023 - Oct 2023 (10 months)

Expert in extracting and acquiring complex data sets from various sources, including web scraping and API utilization, ensuring robust data pipeline creation.

Proficient in data wrangling and cleansing, transforming raw data into usable formats suitable for AI modeling and analysis.

Responsible for the preparation and pre-processing of data to enhance AI training efficiency, fostering machine learning success.

Skilled in the maintenance and optimization of data systems to enhance performance, data quality, and operational efficiency.

Effectively collaborating with cross-functional teams to define data requirements, identify gaps, and implement scalable data solutions.



Co-Founder

JaniePets

Dec 2021 - Present (1 year 11 months)

- Led the creation and development of the corporate website with a focus on 100% uptime with Updraft backup, as well as performing disaster recovery.
- Performed in-depth research and analysis to identify venture capital opportunities through employment of Crunchbase, HubSpot, hunter.io, LinkedIn Sales Navigator, Excel, and Python.
- Oversaw the creation of the strategic roadmap to ensure the meeting and exceeding of short and long-term goals with aligned business strategies.
- Closely collaborated and communicated with and furnished support to the CEO in fundraising and board communication to achieve company growth.



Sale Development Representative

Parrot Health

Apr 2018 - Oct 2023 (5 years 7 months)

- Played a key role by optimizing and streamlining lead generation to increase company contacts with Crunchbase, HubSpot, hunter.io, LinkedIn Sales Navigator, Excel, and Python.
- Spearheaded the deployment of Zendesk to institute improvements in customer support and maximize user satisfaction.
- Handled the effective administration of Office 365 and AWS environments while guaranteeing HIPAA compliance in product infrastructure.
- Furnished assistance and support to users in troubleshooting, implementing security procedures, and preventing data loss.



DevOps Engineer

picoEdge

Mar 2020 - Present (3 years 8 months)

- Carried out the ongoing maintenance of the private cloud infrastructure while guaranteeing zero downtime on mission-critical Linux and FreeBSD servers.
- Orchestrated the effective implementation of FreeBSD for firewalls and server OS, Ubuntu Linux for machine learning, and wiki.js for documentation.
- Drove the enhancement and optimization of operations and deployments with Python, Ansible, and Bash to increase efficiency.
- Effectively utilized Zabbix to perform proactive monitoring and detect issues, as well as to establish a multichannel alert service.



Datacenter Technician

Redapt, Inc.

May 2021 - Oct 2021 (6 months)

- Performed the installation and troubleshooting of server equipment and drove the maximization of uptime with KVM switches, cable testers, and multi-meters.
- Conducted the automation of server installation and setup with Bash, Ansible, and Python, reducing errors and downtime.
- Obtained extensive expertise and experience in RedHat Linux environments and administered and addressed incidents with ServiceNow.
- Served in an integral role by executing physical server builds in line with SOPs and QA standards to improve system performance.



Assistant Manager

LA Fitness

Aug 2019 - Sep 2019 (2 months)

As the assistant manager of a fitness center, I was very good at dealing with customers, solving problems, and managing a team. I resolved member issues and enhanced the facility's cleanliness, which increased member satisfaction. I also ran successful sales campaigns, such as a referral program that brought in more members and money. These skills and experience would make me a valuable asset in any comparable position.

Assembly Technician

King Star Computers

Apr 2019 - Jun 2019 (3 months)

As a server engineer, I assembled enterprise servers and network hardware for high-profile clients like the U.S. Navy and the Internet Archive. I collaborated with clients to determine their technical requirements and crafted bespoke hardware solutions. I used tools like Cinebench and bash scripts to stress test server and hard drive performance before deployment. I was recognized for providing clients with effective solutions to their problems.



Computer Technician

Staples

Aug 2017 - Feb 2019 (1 year 7 months)

As an in-store technician, I was responsible for repairing a variety of customer electronics, including laptops, tablets, and both Apple and Android smartphones. I approached each repair with a "customer first" mentality, diligently diagnosing and resolving problems while offering helpful advice and support.

In addition to performing repairs, I assisted customers who required technical advice and direction. I was able to use my technical expertise and knowledge to assist customers in gaining a better understanding of how to use their devices, resulting in increased customer satisfaction and repeat business.

I was able to help run the cash register and make sure customers had a good time in addition to fixing electronic devices. This includes the processing of customer payments, returns, exchanges, and warranties.

I am confident that I could bring the same level of commitment and problem-solving skills to any similar position in the future, as my ability to think on my feet and find creative solutions to problems helped me to make a significant impact in my role as an in-store technician.



Sales Representative

MarketSource Inc.

Aug 2018 - Jan 2019 (6 months)

As a phone salesman at Target Tech MarketSource, I assisted customers in selecting the best phone and service plan for their needs. Using my skills and knowledge, I helped customers who were having technical problems with their purchases find good solutions. My customer service and problem-solving skills were well known.



Information Technology Infrastructure Specialist

ROSALIND

Sep 2016 - Jul 2017 (11 months)

- Leveraged Ubuntu Linux and VMware vCenter to perform virtual and physical infrastructure management.
- Effectively utilized DataDog to execute monitoring activities and resolve a wide range of software and hardware issues.
- Carried out the automation of tasks and parsing of logs with Python, Bash, docker, and Ansible, leading to increases in productivity.
- Provided assistance and support to developers in developing solutions for program errors, as well as performing regular backups to prevent data loss.



Freelance Information Technology Consultant

Self Employed

Sep 2012 - Jun 2016 (3 years 10 months)

Offered IT support to small business clients, resolving hardware and software issues, and enhancing overall user experience

Assisted restaurants and small businesses in setting up and configuring IT infrastructure, including security camera installations and network management

Implemented cybersecurity measures by installing tools to mitigate phishing, configuring MFA on client devices, setting up firewalls like pfSense, and deploying anti-malware tools

Educated users on best practices for cybersecurity, empowering them to maintain a secure IT environment

Education



Diablo Valley College

Associate's degree, Business/Commerce, General



Mission College

Associate of Science - AS, Computer Science



West Valley College

General Studies



Los Gatos High School

High School Diploma, High School/Secondary Diplomas and Certificates

Licenses & Certifications



LE-1 - Linux Professional Institute (LPI)

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Hubspot Sales Software - HubSpot Academy



Amazon Web Services Cloud Practitioner - Amazon Web Services (AWS)

Skills

DevOps • Data Centers • Microsoft Office • Cloud Computing • Docker • Cabling • Bash • Red Hat Linux • Business Development • Negotiation