JONATHAN DANH NGUYEN

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SUMMARY

Military veteran and cloud solutions architect with 11 years of deploying complex systems for the US Navy and Disney Parks. Proven expertise in troubleshooting, optimizing production environments, and leading technical teams.

EXPERIENCE

Systems Engineer

Disney Parks   **September 2018 - Present， Anaheim, California**

- Implemented an automated real-time monitoring system with Splunk, decreasing response time to ride issues by 20%.
- Enhanced troubleshooting guides using Chef for attraction operators, ensuring rapid resolution and improving issue resolution time by 25%.
- Maintained 99.9% availability during on-call shifts, ensuring prompt resolution of attraction-related issues.

Network/Site Reliability Engineer

Home   **September 2015 - Present， Orange County, California**

- Improved open-source observability pipelines, achieving a 15% faster issue detection rate.
- Increased network capacity by 30% through strategic mesh topology design and implementation, supporting the addition of 20 new IoT devices without performance degradation.
- Resolved microservices issues, achieving a 20% reduction in incidents, and utilized Docker to enhance resource utilization by 25% in containerized applications.

Information Systems Technician (IT Specialist)

U.S. Navy   **June 2008 - June 2014， Seoul, Republic of Korea**

- Fostered mission readiness by providing level 2 IT support for 450+ personnel supporting the Commander, US Naval Forces Korea, spanning four geographical sites.
- Efficiently managed SharePoint/website operations, improving the distribution of training records for 200+ personnel through metric analysis and ongoing process enhancements.
- Successfully adapted to changing operational environments, ensuring mission success under high-stress conditions.

SKILLS

Programming technologies: JavaScript/HTML/CSS, Python, RESTful APIs, Docker, Terraform, Github
Networking technologies: Amazon Web Services (AWS), Grafana/Prometheus, IPsec, Software-Defined Networking (SDN)ZeroTier, Ubiquiti Unifi, Palo Alto

PROJECTS

Mickey and Minnie's Runaway Railway

Disney Parks • November 2021 - January 2023

- Optimized network configurations, resulting in a 30% reduction in communication latency between 'Ride' and 'Show' systems.
- Implemented corrective actions to address safety concerns, achieving a 100% resolution rate within specified timelines.
- Conducted rigorous testing procedures, resulting in a 95% success rate in identifying and resolving issues before attraction launch, ensuring a flawless guest experience.

Star Wars: Galaxy's Edge and attractions

Disney Parks • September 2018 - May 2019

- Maintained strict adherence to safety standards, resulting in a 98% compliance rate during safety reviews and audits.
- Implemented preventive maintenance measures, resulting in a 15% decrease in unexpected system failures.
- Spearheaded the integration of 'Ride' and 'Show' systems, resulting in a 15% improvement in overall system performance.

CERTIFICATIONS

AWS Certified Solutions Architect - Associate

Amazon Web Services • estimated completion date of April 2024

- To showcase expertise in designing fault-tolerant, scalable, and secure systems on AWS, coupled with proficiency in cloud infrastructure management, architectural best practices, security considerations, and performance optimization—critical skills for enhancing system reliability and minimizing downtime.
- Using Amazon: EC2, S3, Elastic Container Service (ECS), Elastic Kubernetes Service (EKS), VPC, Relational Database Service (RDS), Elastic Load Balancing, Network Load Balancing, Identity and Access Management (AWS IAM), CloudFormation, Elastic Block Storage (EBS), CloudFront, Simple Queue Service (SQS).

Security+ CE

CompTIA • 2023

- Meets requirements for US Government security clearance and holds certifications in foundational security best practices, incident response, troubleshooting, and automation.

EDUCATION

Business Administration

California State University Fullerton • Fullerton, CA • 2018 • 3.82

COURSEWORK

Amazon Web Service (AWS) | Solutions Architect Associate

VetsinTech • 2023

Amazon Web Service (AWS) | Certified Security - Specialty

VetsinTech • 2023

Firewall 11.0 Configuration and Management

Palo Alto • 2023