

JONATHAN NGUYEN

Irvine, CA

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PROFESSIONAL SUMMARY

I am a results-oriented IT professional and US Navy veteran (Top Secret clearance last held in 2014) with 10+ years of experience in Systems Administration, Cloud Engineering, and Software Development. I have a strong background in automation, troubleshooting, leadership and a proven ability to deliver innovative solutions that enhance efficiency and drive customer satisfaction. Areas of expertise include:

- Serverless Architecture
- Containerization
- Information Security
- Infrastructure as Code
- CI/CD
- Troubleshooting & Repair
- Configuration Management
- Data Management
- Web Development

EDUCATION & CERTIFICATIONS

Amazon Web Services (AWS) Certified Solutions Architect – Associate | 2024

CompTIA Security+ Certified | 2023

Bachelor of Arts, Business Administration | 3.87 GPA | California State University Fullerton

TECHNICAL COMPETENCIES

Programming: Terraform, Kubernetes, Docker, JavaScript/HTML/CSS, Python, RESTful APIs

Networking: Amazon Web Services (AWS), Grafana/Prometheus, OpenVPN, Software-Defined Networking (SDN) ZeroTier, Palo Alto, Ubiquiti Unifi

PROFESSIONAL EXPERIENCE

Disney Parks | Anaheim, CA

2018 – Present

Systems Engineer

- Enhanced Splunk capabilities to create a real-time monitoring and configuration management system, resulting in a 12% increase in ride availability and a 20% reduction in response time to unexpected issues at Star Wars: Galaxy's Edge and Mickey's Toontown
- Integrated load balancing, Quality of Service, and traffic shaping on Palo Alto attraction networks, improving Wireshark-monitored traffic performance which resulted in a 18% reduction of latency, 7% reduction of jitter, and improved reliability by 10% for the fleet of vehicles at Mickey and Minnie's Runaway Railway
- Developed a custom JavaScript script using jQuery to streamline the initialization and testing processes for networked, large-venue projectors at the Mickey and Minnie's Runaway Railway project, resulting in a 75% reduction in initialization and testing time and saving an estimated 3,000 work hours

Freelance Work | Orange County, CA

2015 – Present

Cloud Engineer

- Architected and deployed a scalable web site on AWS S3/CloudFront using Terraform, achieving a 90% reduction in deployment time through optimized CI/CD pipelines with Jenkins
- Engineered a highly available remote storage solution with 3 Network-Attached Storage (NAS) units, automated offsite backups, OpenVPN security, and Docker-based deployment, achieving 100% data resiliency and 80% faster infrastructure provisioning
- Produced a robust network infrastructure for a small optometry clinic, resulting in a 99.99% uptime and a 50% reduction in mean time to repair (MTTR) through effective use of Prometheus for monitoring, Grafana for logging, and Loki for data management

United States Navy | Various Locations

2008 – 2014

Information Systems Technician

- Provided comprehensive IT support for large-scale operations in the Republic of Korea, managing over 400 workstations, video teleconference suites, and peripherals across four geographical sites, resolving over 500 support tickets per month with an average resolution time of 24 hours, and maintaining a customer satisfaction rating of 95% or higher