

# J. Scott Ames

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## SUMMARY

Highly competent and organized infrastructure engineer with experience designing, implementing and maintaining systems infrastructures and data-center operations across multiple platforms (Linux, Unix, Windows) with high availability and disaster recovery. Precise, articulate and adept in interdepartmental and client communications. Committed to continuous skill development. Eager to take on new challenges and deliver high quality results, particularly in a collaborative setting.

## QUALIFICATIONS | SKILLS

- Cross Platform Server Administration w/ focus on opensource
  - Linux (Red Hat, Ubuntu, Cent OS, Solaris, Unix)
  - Windows Server 2000 - 2012 R2
- Virtualization
  - VMWare, KVM, opennebula, proxmox, Hyper-V
  - Docker, OpenVZ, LXC
- Cloud: AWS, Azure, Google Compute
- Automation, orchestration & configuration management
  - Puppet, Ansible, Chef
  - Bash, Ruby, Python, PowerShell/DSC
  - Vagrant, Packer, Atlas
- Monitoring: Zabbix, Nagios, Splunk
- High availability and disaster recovery
- Workstation Administration: Windows & OS X
- MySQL / MariaDB, MS SQL
- Training, mentoring and documenting
- Systems maintenance and installation
  - Dell, HP, NetApp, Custom Builds
- Storage Area Networks / Network File Systems
- Networking & Security: HP, Fortinet, Dell, Nessus

## WORK EXPERIENCE

### Clustrix | San Francisco, CA

2015 - Present

#### IT Infrastructure Engineer

- Engineer and maintain datacenter and cloud infrastructure
  - 300+ physical servers
  - 100+ virtual servers / container services
- Reduced data center power footprint saving \$3k recurring monthly costs
- Procure, provision, configure and deploy new infrastructure and services (physical and cloud)
- Assess, communicate and remediate risks associated within the IT infrastructure and systems
- Security vulnerabilities, hardware failure, business continuity
- Systematically develop and maintain internal documentation (mediawiki & confluence)
- Manage IT vendor relationships
- Vendor selection, contract renewals, licensing

### CARDFREE | San Francisco, CA

2014 - Present

#### Sr. Infrastructure Engineer

- Engineer & maintain enterprise infrastructure through highly available virtualized solutions
  - Focus on engineering and maintaining back end systems and infrastructure for several of the largest white label mobile commerce initiatives in the U.S. spanning two datacenters and hundreds of nodes
- Created consistent and immutable server infrastructure allowing for quick and painless builds by engineering environments-based roles and profiles model with Puppet (infrastructure as code)
- Implement infrastructure automation eliminating hours of manual processes through scripted jobs and reactionary alerts
- Improve environment health monitoring through Zabbix implementation and Splunk collection analytics, alerts and dashboards
- Develop highly effective working relationship with developers to achieve efficient, successful solutions and code deployments

## PROJECTS

### Puppet

- Saved hundreds of manual build hours and thousands of dollars spent on an underutilized Puppet Enterprise implementation by migrating to open source Puppet with roles and profiles model for five environments and three Puppet master servers

### Infrastructure Monitoring

- Gained redundant health monitoring quickly utilizing Puppet to implement multiple Zabbix instances in multiple environments for greater insight into environment and faster, more reliable issue response times

## WORK EXPERIENCE [continued]

### Westerra Credit Union | Denver, CO

2010 - 2014

#### System Administrator II

- Maintain operations of enterprise server and desktop infrastructure (100+ server, 400+ desktop)
  - Linux, Windows and Unix - Physical & Virtual environment (VMWare + Hyper-V)
  - Primary on Linux environment, Nagios/Orion (Server Monitoring), Puppet/System Center (System Configuration), SharePoint
- Implement and architect interdepartmental needs and internal IT projects created from scratch to save money, create time efficiencies and reduced manual dependencies
  - Change management, Power management, Vendor management (web based solutions)
- Other implementations that were able to reduce cost and increase efficiencies
  - Ubuntu, Puppet, SVN, Nagios, VMWare
  - System Center: Configuration Manager, Service Manager, Windows Deployment Services, Hyper-V, Solarwinds Orion
- Manage highly available systems and disaster recovery between multiple datacenters
  - Perform a full disaster recovery test once every six months
- Part of small team that relocated two datacenters within six months (Denver to Las Vegas)
- Training/mentoring individuals on processes, solutions and products deployed

#### PROJECTS

##### SCCM Implementation

- Saved the organization ~240 manual hours quarterly by architecting new SCCM 2012 R2 infrastructure, a migration from 2007 R2 implementation, with automation being a key focus of the project

##### Puppet Implementation

- Implemented Puppet configuration management on small number of Linux servers, which allowed for more automated and streamlined processes

##### Power Management

- Saved power consumption on idle machines for the organization by implementing scripted power management solution; originally implemented using Linux & Bash, recently revamped using Windows and PowerShell

##### Server Monitoring

- Gained redundancy and extended monitoring with multi-site Nagios and Orion implementations

##### Change Management Solution

- Replaced multiple weekly meetings by creating an electronic automated change management process using SharePoint forms and workflows; requests submitted receive approvals in minutes instead of days

##### Sharepoint 2013 Migration

- Proactively reallocated resources to correct an over taxed SharePoint 2010 single server farm by migrating to a multi-server SharePoint 2013 farm which is utilized by the whole organization

### Westerra Credit Union | Denver, CO 2009 - 2010

#### IT Support Technician I & II

- Install, maintain, troubleshoot and repair computer systems, hardware and computer peripherals both on-site and remotely

#### PROJECTS

##### Custom Windows Imaging

- Streamlined and optimized imaging process with scripting and portable solution to allow for flexibility and gains in time efficiency, with this update imaging could be completed in one tenth of the time and was able to meet disaster recovery requirements that were not being met prior

##### SCCM Implementation

- Replaced archaic configuration management solution by implementing SCCM 2007 R2

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## WORK EXPERIENCE [continued]

### Jeffco Credit Union | Lakewood, CO

2008 - 2009

PC Technician

- Handled various responsibilities:
  - Daily technical processes within Unix environment
  - PC and User support
  - Install and maintain server, desktop and network infrastructure
- Architected and implemented virtual environment to simplify and streamline infrastructure
- Jeffco Credit Union merged with Westerra Credit Union in 2009

## EDUCATION | TRAINING

### Technical Coursework

RHEL, Ubuntu Linux, Microsoft System Center 2012, Exchange 2010, SharePoint 2010

### General Coursework

2006 - 2008

Community College of Denver

### School of Engineering

2005 - 2006

University of Colorado at Denver

## CHARITABLE WORK | INTERESTS

### Aroma Church | Lone Tree, CO

2012 - 2014

IT Consultant & Web Administration

- Create and maintain computer, network and web infrastructures
- Design and present multimedia slides, video, online-live, and lighting for services

### Impact Ethiopia | Addis Abeba, Ethiopia

2011 - 2014

Ethiopia Mission Work

- Developed and implemented internet cafe technical infrastructure in Addis Abeba, Ethiopia
- Plan and coordinate strategic and intentional vision for yearly trips including:
  - Leadership development & Partnerships for improving quality of life for elderly, homeless and those with HIV

## REFERENCES

References available upon request.