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
  - Linux (Red Hat, Ubuntu, Cent OS, Solaris, Unix)
  - Windows Server 2000 - 2012 R2
- Virtualization: VMWare, Hyper-V
- Automation, orchestration & configuration management
  - Puppet: roles & profiles, r10k
  - Bash / Shell, PowerShell/DSC, Ruby
  - 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

CARDFREE | San Francisco, CA   2014 - Present
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 immutables 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
- Created strong, well documented workflow for contribution and deployment with the use of Git, R10k, Hiera, custom ruby Facter facts and tests for functionality, style and syntax

Workstation Build and Maintenance
- Recognized and improved inefficient workstation (Mac / OS X) onboarding and maintenance process by building and documenting a new solution that was successfully handed off for use by others

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

Local development platform
- Contribute to local development platform by utilizing Puppet, Packer and Vagrant to build custom vagrant images that allow developers and team members to run solutions on virtual machines nearly identical to production eliminating numerous factors that can cause development and deployment issues downstream

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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
PC Technician
2008 - 2009
- 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, Micorosoft 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
IT Consultant & Web Administration
2012 - 2014
- 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
Ethiopia Mission Work
2011 - 2014
- 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.