

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 (Container Linux [CoreOS], Red Hat, Ubuntu, CentOS, Solaris, Unix)
 - Windows Server 2000 - 2012 R2
- Cloud systems administration & architecture
 - AWS, Azure, Google Compute
- Container Orchestration: Kubernetes, Docker Swarm, Rancher
- Virtualization
 - VMWare, KVM, opennebula, proxmox, Hyper-V
 - Docker, OpenVZ, LXC
- Monitoring: Datadog, Splunk, Zabbix, Nagios
- High availability and disaster recovery
- Automation, orchestration & configuration management
 - Puppet, Ansible, Chef
 - Bash, Golang, Ruby, Python, PowerShell/DSC
 - Terraform / Cloud Formation, Vagrant, Packer, Atlas
- MySQL / MariaDB, MS SQL
- Training, mentoring and documentation
- Systems maintenance and installation
 - Dell, HP, NetApp, Custom Builds
- Storage Area Networks / Network File Systems
- Networking & Security: HP, Fortinet, Dell, Nessus

WORK EXPERIENCE

Starbucks Coffee Company | Seattle, WA

2016 — Present

Sr. DevOps Engineer

- Engineer highly resilient, repeatable and secure cloud infrastructure written in a declarative model to achieve infrastructure as code at scale.
 - AWS, Terraform, Kubernetes, Ansible, Concourse (CI/CD)

Clustrix | San Francisco, CA

2015 — 2016

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

J. Scott Ames

scott@ames.sh | <http://ames.sh> | (720) 837-2637 | Seattle, WA

WORK EXPERIENCE [continued]

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

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

Westerra Credit Union | Denver, CO

2008 — 2010

IT Support Technician I & II

- Install and maintain server, desktop and network infrastructure
- Architected and implemented virtual environment to simplify and streamline infrastructure

EDUCATION | TRAINING

General Coursework

2006 — 2008

Community College of Denver

School of Engineering

2005 — 2006

University of Colorado at Denver