

# Tommy Dunn

Site Reliability Engineer

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## EXPERIENCE

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### PraiaHealth

May 2024 - Present

Site Reliability Engineer Sr

- Designed and deployed Azure Landing Zones (ALZ) using Terraform, including key resources such as AKS, Application Gateway (WAF), Firewall, Databricks, Power BI, Service Bus, Storage Accounts, Key Vaults, Private Endpoints, Public IPs, and API Management.
- Implemented a VNet-injected private Databricks account with Unity Catalog, enabling secure ETL workflows on large datasets and integrating Power BI for direct dashboard reporting.
- Developed multi-cluster, workload-identity-enabled AKS clusters to support distributed microservices architectures.
- Provisioned Azure PostgreSQL Flexible Server, Cosmos DB/Accounts, and Redis for stateful application workloads.
- Terraformed IAM for non-user identity principals, managing IAM roles and Privileged Identity Management (PIM) for secure breakglass access to all resources.
- Strengthened security by integrating Defender for Cloud (CNAPP), Sentinel (SIEM), and Checkmarx (SAST) to enhance threat detection and secure development practices.
- Authored comprehensive documentation for SOC 2 and HITRUST compliance, detailing infrastructure security, operational policies, and governance controls.

### Providence Health & Services

January 2020 - May 2024

Site Reliability Engineer Sr

- Architected and maintained distributed services in AKS, ensuring 99.99% uptime for patient authentication across all external Providence applications.
- Led the AWS-to-Azure migration, containerizing VM-based applications into microservices deployed on AKS.
- Developed self-healing infrastructure by implementing resiliency patterns like circuit breakers, retries, and rate limiting, alongside Kubernetes Operators, HPA/VPA, ensuring service stability and high availability.
- Automated AKS cluster provisioning and application deployments using Terraform, Helm, and Flux, implementing blue/green and canary strategies for seamless rollouts and minimal downtime.
- Managed Palo Alto firewalls, handling maintenance, configuration, deployment, updates, and zero-downtime upgrades to ensure secure and uninterrupted network operations.
- Implemented and managed Datadog observability, configuring indexes, dashboards, and monitors to ensure deep visibility into distributed workloads.
- Optimized CI/CD pipelines for AKS using GitHub Actions, enabling automated deployments with blue-green and canary strategies.
- Partnered with IS Security to enforce Azure Policies and secure AKS workloads, integrating Microsoft Defender for Cloud for compliance and governance.

### Providence Health & Services

October 2015 - Jan 2020

Technology Support Specialist

- Managed and maintained the wireless network and Meraki (S2S)VPN terminating into the Providence data center for secure remote access.
- Administered Azure AD & IAM, overseeing user access, authentication, and security policies, including password reset automation.
- Led developer onboarding, setting up laptops, managing Jamf MDM, and streamlining access provisioning.
- Built and deployed an AWS-based asset tracking system for laptop inventory management.
- Developed a Slack-integrated automation bot using Python to streamline onboarding, access requests, and Major Incident (MI) handling.

- Managed conference room A/V systems and deployed remote kiosks in hospitals and Walgreens for virtual visit services.
- Standardized and hardened kiosk images, selecting optimal hardware and ensuring secure deployments.
- Migrated authentication from fragmented systems to Auth0, later transitioning to Azure AD for centralized identity management.

## **Seattle University**

*Jan 2008 - Oct 2015*

### Technology & Media Services Manager

- Provided comprehensive support for wired and wireless networking infrastructure, ensuring reliable connectivity across campus.
- Managed and maintained servers hosting the university's website, ensuring uptime and performance.
- Supported and troubleshot campus printers, ensuring seamless operation for faculty, staff, and students.
- Assisted law students with technical issues, including software troubleshooting and system optimization.
- Performed hardware diagnostics and repairs, including screen replacements, hard drive swaps, and general system maintenance.
- Mentored and trained student workers, equipping them with the skills to support end users effectively.
- Delivered hands-on technical support for faculty and staff, enhancing productivity through IT solutions.

## **EDUCATION**

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### **Seattle University** 2006 – 2010

Bachelor's Degree

## **SKILLS**

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Programming Languages: Python, Bash

Cloud Platforms & Tools: AWS, kOps, Microsoft Azure, AKS, Kubernetes, Docker, Terraform, Helm, Flux, Linux, Databricks

Monitoring & Automation: Prometheus, Grafana, Splunk, Jenkins, ELK, Datadog, GitHub Actions

Database & Storage: PostgreSQL, Cosmos, Redis, Amazon S3, Azure Storage Accounts