

# Jigar Patel

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## Education

### Illinois Institute of Technology

BACHELOR'S IN INFORMATION TECHNOLOGY AND MANAGEMENT

Chicago IL

Aug 2014 – Dec 2016

### William Rainy Harper College

ASSOCIATES IN INFORMATION TECHNOLOGY

Palatine IL

Aug 2012 – Jun 2014

## Work Experience

### Cerner Corporation

SENIOR SYSTEM ENGINEER

Kansas City, MO

Oct 2019 – Present

- Write infrastructure as code to deploy Kubernetes on vSphere, openstack, AWS EC2 and EKS.
- Drive testing of newer technologies and designs improved architecture using OpenStack, Docker, and Terraform for better solutions delivery to clients.
- Develop and deploy automation tools to optimize daily activities
- Support/maintainer weekly patching for kubernetes clusters across DoD/VA and on prem clusters.
- Provide 24/7 support for production incidents, including initial triage and further engagement of code owners to identify and implement remediation.
- Support multiple infrastructure type helm charts for base k8s solution
- Troubleshoot and assist complex networking, software and configuration issues
- Deploy internet facing solutions that require networking set up
- Architecture and deploy Kubernetes with caching proxy to support client hosted appliances

### Cerner Corporation

SYSTEM ENGINEER

Kansas City, MO

May 2017 – Oct 2019

- Creates and modifies Chef cookbooks, recipes, environments and roles using Ruby and JavaScript (GitHub).
- Scans servers for vulnerabilities using Nexpose (SME) and patch them periodically.
- Tracks improvements, issues, changes, and bugs using Atlassian Jira, BMC Remedy, Splunk, New Relic, and Zabbix.
- Configures and maintains over 1000 production Linux (RedHat and Oracle) servers using Chef and Jenkins.
- Identifies where applications are having performance/reliability issues; analyzes and formulates a proposed method to correct issues.
- Develop and deploy automation tools to optimize daily activities
- Architect and go live a brand new solution

### AT&T

AOTS QUEUE MANAGER/ PHP DEVELOPER AND SQL DATABASE ADMIN

Arlington Heights, IL

May 2015 – June 2016

- Customer support specialist responsible for on-boarding, training, and high priority escalations.
- Specialized in customer relations and developing business solutions for an assortment of AT&T products and services such as Teleconferencing, Local Network Services, Managed Internet Services, BVOIP, and GCSC.
- Workflow, AOTS Remedy, Unified Desktop and BMP.
- Manage and develop database driven website for all manager. Handle Large data for all work centers across the world.

### Conant High School

STUDENT COMPUTER ASSISTANCE

Hoffman Estates, IL

Sep 2011 – July 2012

- Oversaw the daily performance of computer systems
- Ensured proper installation of cables, operating systems and software
- Participated in special projects, external audits, evaluations and process improvements

## Skills

**Code/ Scripts:** Ruby, Python, Terraform, Docker, Kubernetes, Groovy/Jenkins pipelines, CloudFormation, Ansible

**Platform:** AWS, GCP, OCI, Openstack, vSphere, Proxmox/xcp-ng, Linux (OEL/ RHEL, Debian, Ubuntu)

**Solutions:** F5, Bluecat DNS, PfSense, Open source load balancers, Virtual Box, Github, Prometheus, Spinnaker, Artifactory