

## Dustin Umphress

Denton, TX | resume@dustinumphress.com | [GitHub](#) | [LinkedIn](#) | [dustinumphress.com](https://dustinumphress.com)

AWS Certified Solutions Architect with 10+ years of IT operations and systems administration experience. Specializing in cloud infrastructure, automation, and Microsoft 365 environments, with a proven record of cost optimization, workflow automation, and maintaining 99.9% uptime for business-critical systems.

### Certifications

AWS Solutions Architect – Associate (SAA-C03) — Dec 2025

AWS Certified Cloud Practitioner (CLF-C02) — Aug 2025

AWS CloudOps Engineer – Associate (SOA-C03) — In Progress

Microsoft Identity & Access Administrator (SC-300) — In Progress

### Technical Skills

Cloud & Infrastructure: AWS (EC2, S3, Lambda, API Gateway, Route 53, IAM, CloudFront), Windows Server, DNS, DHCP, TCP/IP

Identity & Access Management: Microsoft 365, Entra ID (Azure AD), MFA, RBAC, Conditional Access, Active Directory

Automation & Scripting: Python (Boto3, automation, data parsing), SQL, Bash, Make.com, n8n

Collaboration & Support: SharePoint Online, Teams, Exchange Online, Remote Desktop, Hardware Troubleshooting

### Cloud Infrastructure Projects

AWS On-Demand Game Server Orchestration — Python, Lambda, EC2, Discord API

- Built Discord-controlled serverless system for automated EC2 instance management
- Implemented custom UDP traffic monitoring for auto-shutdown logic
- Reduced infrastructure costs by 70% through intelligent resource scheduling

GitHub: <https://github.com/dustinumphress/aws-satisfactory-on-demand-hosting>

## IT Infrastructure Cost Optimization — AWS, Python, Automation

- Redesigned infrastructure architecture for medical billing organization
- Achieved 94% cost reduction through strategic cloud migration and automation

GitHub: <https://github.com/dustinumphress/it-infrastructure-optimization>

## Professional Experience

Systems Administrator — The Doctor's Solution | Apr 2022 – Present

- Administer Microsoft 365 tenant, managing user lifecycles, licensing, and Exchange Online
- Migrated 2TB+ from Dropbox to SharePoint Online with redesigned permissions
- Built Python, SQL, and Make.com automations reducing manual entry by 42%
- Developed AWS infrastructure projects including serverless orchestration and cost optimization tools
- Provided Tier 2/3 support for hardware, applications, and networking

Technical Operations Lead / Account Manager — GetixHealth | Mar 2021 – Apr 2022

- Primary technical liaison between operations and corporate IT
- Introduced SQL-based reporting automation

Systems Administrator & Operations Lead — CHRM | Dec 2018 – Mar 2021

- Sole IT Administrator supporting 40+ users
- Managed Entra ID, MFA, and Conditional Access policies
- Administered SQL Server databases ensuring 99.9% uptime

## Education

Western Texas College | 2012 – 2015 — General Studies