

Dustin Umphress

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Professional Summary

Cloud and systems operations engineer with 10+ years of IT and infrastructure experience. Specializes in AWS-based systems, cloud operations, and compliance-aware tooling. Strong operational judgment with hands-on experience deploying and running real systems, using AI-assisted development to achieve correct, cost-efficient outcomes.

Technical Skills

Cloud & Infrastructure

AWS (EC2, S3, IAM, Lambda, ECR, CloudFormation), Windows Server, Networking (DNS, DHCP, TCP/IP)

Operations & Automation

Configuration-based automation, lifecycle policies, cost controls, Python (assisted), Bash, SQL, Make.com, n8n

Identity & Collaboration

Microsoft 365, Entra ID (Azure AD), MFA, RBAC, Conditional Access, SharePoint Online, Exchange Online

Professional Experience

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

- Administer Microsoft 365 tenant including identity, licensing, Exchange Online, and security controls
- Migrated 2TB+ of data from Dropbox to SharePoint Online with redesigned permissions model
- Built operational automations using Python, SQL, and workflow tools to reduce manual processes
- Designed and operated AWS-based systems focused on cost control, automation, and reliability
- Provided Tier 2/3 support across hardware, applications, and network infrastructure

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

- Served as technical liaison between operations teams and corporate IT

- Introduced SQL-based reporting and operational automation
- Supported system reliability and operational process improvements

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

- Sole IT administrator supporting 40+ users
- Managed Entra ID, MFA, Conditional Access, and Windows Server infrastructure
- Administered SQL Server databases with high availability requirements

Selected Cloud & Systems Projects

- Designed and deployed an AI-assisted medical compliance auditing system on AWS, owning system requirements, data ingestion workflows, privacy controls, deterministic rule enforcement (NCCI/MUE), and serverless deployment strategy while leveraging AI-generated code for implementation.
- Built AWS-based automation for on-demand EC2 lifecycle management, reducing infrastructure costs through controlled provisioning and shutdown logic.

Certifications

AWS Certified Solutions Architect – Associate (Active)

AWS Certified Cloud Practitioner (Active)

AWS CloudOps Engineer – Associate (In Progress)

Education

Western Texas College — General Studies