

Jonathan M. Arce

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Profile

Senior Security-Focused Systems Engineer with over 20 years of experience, including a decade at **Amazon Web Services (AWS)** building secure, customer-facing services in isolated regions. Expert in integrating **CI/CD automation** to drive code freshness and operational excellence. Proven track record of securing mission-critical systems using **IAM, Cryptography**, and rigorous **system hardening** to DCID 6/3 standards. Adept at leading cross-functional teams, mentoring new talent, and leveraging **AI agents** to automate complex security workflows and reduce high-severity incidents. Holds a **TS/SCI clearance** with polygraph.



Strengths

Problem solving Communication Mentoring Initiative Curiosity



PROFESSIONAL EXPERIENCE

06/2015 – 01/2026
Seattle, United States

Systems Engineer Amazon Web Services

- Built multiple customer-facing AWS Services in isolated regions for government customers focusing on services related to IAM (Identity and Access Management) and Cryptography using CI/CD tools.
- Maintained project planning and documentation across service and operational teams.
- Implemented AI agents to streamline redundant workflows.
- Mentored 14 new-hire employees and tracked their objectives to guarantee success.
- Reduced incoming high-severity tickets by 73%.
- Ensured service parity for AWS S3 in isolated region by increasing code freshness from 14% to 84% utilizing CI/CD methods.

02/2010 – 06/2015
Reston, VA

Systems Architect QVine

- Directed a complete Cloud recapitalization utilizing Amazon AWS, including cross-domain and multiple network design.
- Designed and implemented a high-availability solution utilizing blade systems and virtualization, with a focus on overall system security.
- Briefed customers on high-level architectural designs and new technologies, ensuring scalability and positive ROI.
- Developed a centralized virtual infrastructure for multiple customers, incorporating system and software-level monitoring and management.

10/2009 – 01/2010
Herndon, VA

Systems Administrator Ravenwing (A Boeing Company)

- Monitored and maintained storage arrays (SAN and NAS) and their related networks to secure constant access to critical data.

02/2008 – 10/2009
Springfield, VA

Systems Administrator Lockheed Martin

- Designed, implemented, and maintained hardware/software for mission-critical systems using HP Proliant servers, blade systems, and Windows Server 2003.
- Controlled system security by hardening baselines of Windows Server 2003 and Red Hat Enterprise Linux to DCID 6/3 guidelines, tested against GOLD DISK and WASSP.



PROFESSIONAL EXPERIENCE

- Wrote a Certified Test Plan (CTP) for PL4 CI and worked with ISSO on new system accreditation.
- Managed system management environments (HP iLO, Onboard Administrator) and ensured proper datacenter power/cooling for future growth.

09/2004 – 02/2008
Washington, DC

Technical Supervisor

The George Washington University

- Coordinated technical support for the Columbian College of Arts and Sciences, developing solutions to improve staff productivity.
- Implemented college-wide Lumension patch management server and Symantec antivirus server to automate tasks and establish patch/virus definition baselines.
- Resolved hardware and software technical issues for Deans, Department Chairs, Faculty, and Staff.



TECHNICAL EXPERTISE

- CLOUD & VIRTUALIZATION

Amazon AWS

CI/CD

Custom OS Imaging

High Availability Methods

Docker

- SOFTWARE

Python

Bash

- OPERATING SYSTEMS

Amazon Linux

Red Hat Enterprise Linux

Windows Server 2008 R2,
2003

Windows 11, 10, 7, XP

- HARDWARE & DATACENTER

HP BL Series Blades

HP c-Class Blade Chassis

HP Proliant DL/ML Series
Servers

- SECURITY & MONITORING

DCID 6/3 Guidelines

System Hardening

Virtual Infrastructure
Design

Cisco Switches

HP Management Solutions
(iLO, OA)

Lumension Patch
Management

Symantec Antivirus

eTrust, Tripwire

IAM

- MONITORING

Nagios



EDUCATION

1999 – 2001
Annandale, VA

General Studies | A.S.
Northern Virginia Community College
Graduated cum laude