# Jonathan M. Arce

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## Profile

Senior Security and DevOps-Focused Site Reliability Engineer with over 20 years of experience, including a decade at **Amazon Web Services (AWS)** building and maintaining secure, customer-facing services in isolated regions. Provided exceptional **support** to internal and external customers. 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  Leadership  Process Improvement

Cross-functional Collaboration  Strategic Planning  Stakeholder Engagement

## PROFESSIONAL EXPERIENCE

**06/2015 – 01/2026**
Seattle, United States

### Systems Engineer (Site Reliability Engineer)
**Amazon Web Services**
- Built AWS Key Management Service, AWS Marketplace and internal, proprietary AWS services in isolated (air gapped) regions for government customers using internal CI/CD tools.
- Maintained project planning and documentation across service and operational teams.
- Implemented AI agents to streamline redundant workflows.
- Participated in 24/7 oncall to support internal and external customers.
- Mentored 14 new-hire employees and tracked their objectives to guarantee success.
- Reduced incoming high-severity tickets by 73% by implementing proactive metrics and automated monitoring.
- Ensured service parity for AWS S3 in isolated regions by increasing code freshness from 14% to 84% utilizing CI/CD methods.

**02/2010 – 06/2015**
Reston, VA

### Systems Architect (DevOps)
**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.

## PROFESSIONAL EXPERIENCE

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.
- 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

Docker

Custom OS Imaging

High Availability Methods

Virtual Infrastructure Design

**– SOFTWARE**

Python

Bash

**– OPERATING SYSTEMS**

Amazon Linux

Red Hat Enterprise Linux

Windows Server 2008 R2, 2003

Windows 11, 10, 7, XP

Mac OS X

**– SECURITY & MONITORING**

IAM

Cloudwatch

DCID 6/3 Guidelines

System Hardening

IV&V

Lumension Patch Management

Symantec Antivirus

eTrust/Tripwire

Nagios

## EDUCATION

1999 – 2001
Annandale, VA

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