

# Joshua Jamei

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## PLATFORM ENGINEER

### **SITE RELIABILITY | CLOUD SERVICES | SYSTEMS ADMINISTRATION**

Dedicated Cloud Engineer with expertise in designing, building, and maintaining scalable IT infrastructures using vendor-neutral and platform-specific tools. Skilled in troubleshooting complex technical issues, optimizing workflows, and managing cross-account identity systems in AWS and Google Workspace. Adept at collaborating with teams and clients to create innovative solutions for challenging technical problems. Strong analytical and communication skills with a proven ability to adapt to dynamic environments and contribute to operational success.

## PROFESSIONAL SKILLS

- Git & CI/CD
- Linux / Unix Systems
- AWS / Azure / GCP
- Monitoring tools
- Cloud Architecture Design
- Cost Optimization
- IT Infrastructure Planning
- Process Automation
- Disaster Recovery
- Cloud Security Best Practices
- Identity and Access Management (IAM)

## WORK EXPERIENCE

**Veriheal** - *Denver, CO*

04/24 - Current

### **Platform Engineer**

Design, implement, and maintain Veriheal's core IT infrastructure

- Designed and implemented core IT infrastructure upgrades to improve team productivity and system reliability.
- Optimized cross-account identity management using IAM Identity Center and streamlined AWS sub-account permissions.
- Migrated servers to AWS, configuring CloudWatch monitoring systems and automating EC2 deployments for enhanced efficiency. - Investigated and resolved database performance issues, ensuring optimal operation of MySQL and PostgreSQL systems.

**Pricefx** - *Denver, CO*

09/22 - 03/2024

### **Site Reliability Engineer**

Supported and maintained Pricefx's MySQL and PostgreSQL databases

- Investigated and resolved database performance issues, ensuring optimal operation of MySQL and PostgreSQL systems
- Created and maintained technical documentation to support team collaboration and project reference.

**Flexential** - Boulder, CO

06/21 - 09/2022

**DevOps Engineer**

Supported ~20 external clients' cloud environments, being the sole advisor/engineer

- MariaDB/MySQL, PostgreSQL administration, tuning, replications
- Investigation of performance issues in Linux systems, Networks, and Databases
- Produced and maintained technical documentation for project reference.

**IBM** - Denver, CO

12/18 - 06/2021

**Systems Engineer**

Installed and maintained enterprise-class servers and hardware infrastructure

- Coordinated enterprise infrastructure hardware and software installations and upgrades
- Worked with asynchronous processes and unattended complex data processing jobs
- Supported after-hours critical incidents by working with teams to drive resolution

**PROFESSIONAL MEMBERSHIPS**

- Cloud Native Computing Foundation (CNCF)
- Linux Foundation
- International Association of Cloud & Managed Service Providers

**VOLUNTEER EXPERIENCE**

**Event Support Volunteer**

*Habitat for Humanity, Denver, CO – May 2021 to Present*

Assist with organizing and managing fundraising events, including set-up, registration, and post-event logistics. Contributed to outreach initiatives that boosted local awareness and support for affordable housing projects. Recognized for strong attention to detail and commitment to creating a welcoming experience for all attendees.

**Community Outreach Volunteer**

*Denver Food Rescue, Denver, CO – June 2019 to February 2021*

Supported efforts to reduce food waste and provide healthy food options to underserved communities by coordinating donation pickups and deliveries. Worked closely with a team to organize community events promoting food accessibility, building relationships with local donors, and increasing awareness of food insecurity in the Denver area.

**AWARDS AND HONORS**

**Customer Favorite**

*Awarded by Flexential, April 2022*

Recognized as a standout DevOps Engineer for consistently prioritizing customer needs and delivering solutions that exceeded client expectations. Known for building strong client relationships through proactive communication and tailored support, resulting in notable client loyalty and positive client feedback across multiple projects.

**Operational Excellence**

*Awarded by IBM, December 2020*

Honored for exceptional performance as a Systems Engineer in improving operational workflows.