

# Jigar Patel

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## Education

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### Illinois Institute of Technology

BACHELOR'S IN INFORMATION TECHNOLOGY AND MANAGEMENT

Chicago IL

Aug 2014 – Dec 2016

### William Rainy Harper College

ASSOCIATES IN INFORMATION TECHNOLOGY

Palatine IL

Aug 2012 – Jun 2014

## Work Experience

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### Pager

Chicago IL

LEAD PLATFORM ENGINEER

May 2022 – Present

- Adopted Agile methodology and best practices to drive high team velocity and on-time delivery. Closely monitored progress, risks and blockers.
- Divided work into sprints, maintained backlogs and prioritized tasks to optimize productivity. Aimed for high sprint completion and on-time project delivery.
- Managed multiple projects, allocated resources effectively and provided guidance to resolve obstacles. Promoted a collaborative culture with constant feedback.
- Recruited new members, mentored team and facilitated knowledge sharing. Worked with stakeholders to understand needs and ensure customer satisfaction. Maintained transparent communication with all parties.
- Developed and maintained Kubernetes infrastructure utilizing GCP (GKE, Cloud Armor, VPCs, Subnets, WAFs) and AWS (EC2, S3, R53, IAM, Cognito) in a multi-cloud environment.
- Automated IAM and Access Management using Terraform and AWS Terraform Provider (Cognito, IAM)
- Offered in-depth troubleshooting, architecture guidance, and best practice consultations for GCP and AWS services.
- Enhanced onboarding and offboarding processes for IAM accounts with Terraform
- Executed migrations, upgrades, installations, and configurations from development to production environments
- Built and deployed code to environments using Cloudbuild pipelines
- Oversaw the overall health and maintenance of cloud service offerings, analyzing performance trends and recommending improvements

### Cerner Corporation

Chicago IL

SENIOR SITE RELIABILITY ENGINEER

Oct 2021 – June 2022

- Developed infrastructure as code for deploying Kubernetes on vSphere, OpenStack, AWS EC2, and EKS platforms
- Evaluated emerging technologies and designed improved architectures utilizing OpenStack, Docker, and Terraform for enhanced client solutions
- Created and implemented automation tools to optimize daily tasks and streamline processes
- Oversaw weekly patching of over 200 Kubernetes clusters spanning Department of Defense, Veterans Affairs and on-premises environments
- Streamlined patching operations and processes to minimize downtime and ensure high availability of clusters
- Automated and tracked patching progress across environments to stay compliant with information security standards
- Provided round-the-clock support for production incidents, conducting initial assessments and collaborating with code owners to identify and implement remediation strategies

### Zebra Technologies

Chicago IL

SENIOR DEVOPS ENGINEER

Oct 2021 – Jul 2021

- Implemented Dynatrace performance monitoring and observability platform across Kubernetes containers, compute resources and extensive microservices architecture
- Integrated Dynatrace with CI/CD pipelines for automated deployment tracking and monitoring
- Gained deep operational insights into the health, performance and user experience of hybrid cloud environment including on-premises and public cloud-based services

## Cerner Corporation

Kansas City, MO

Oct 2019 – Jul 2021

### SENIOR SYSTEM ENGINEER

- Write infrastructure as code to deploy Kubernetes on vSphere, openstack, AWS EC2 and EKS.
- Drive testing of newer technologies and designs improved architecture using OpenStack, Docker, and Terraform for better solutions delivery to clients.
- Develop and deploy automation tools to optimize daily activities
- Support/maintainer weekly patching for Kubernetes clusters across DoD/VA and on prem clusters.
- Provide 24/7 support for production incidents, including initial triage and further engagement of code owners to identify and implement remediation.
- Support multiple infrastructure type helm charts for base k8s solution
- Troubleshoot and assist complex networking, software and configuration issues
- Deploy internet facing solutions that require networking set up
- Architecture and deploy Kubernetes with caching proxy to support client hosted appliances

## Cerner Corporation

Kansas City, MO

May 2017 – Oct 2019

### SYSTEM ENGINEER

- Creates and modifies Chef cookbooks, recipes, environments and roles using Ruby and JavaScript (GitHub).
- Scans servers for vulnerabilities using Nexpose (SME) and patch them periodically.
- Tracks improvements, issues, changes, and bugs using Atlassian Jira, BMC Remedy, Splunk, New Relic, and Zabbix.
- Configures and maintains over 1000 production Linux (RedHat and Oracle) servers using Chef and Jenkins.
- Identifies where applications are having performance/reliability issues; analyzes and formulates a proposed method to correct issues.
- Develop and deploy automation tools to optimize daily activities
- Architect and go live a brand new solution

## AT&T

Arlington Heights, IL

May 2015 – June 2016

### AOTS QUEUE MANAGER/ PHP DEVELOPER AND SQL DATABASE ADMIN

- Customer support specialist responsible for on-boarding, training, and high priority escalations.
- Specialized in customer relations and developing business solutions for an assortment of AT&T products and services such as Teleconferencing, Local Network Services, Managed Internet Services, BVOIP, and GCSC.
- Workflow, AOTS Remedy, Unified Desktop and BMP.
- Manage and develop database driven website for all manager. Handle Large data for all work centers across the world.

## Conant High School

Hoffman Estates, IL

Sep 2011 – July 2012

### STUDENT COMPUTER ASSISTANCE

- Provided first-line support to resolve user issues with hardware, software, networks or other systems. Diagnosed and troubleshoot problems, and quickly resolved or escalated issues to second-line support
- Maintained inventory of IT assets including computers, peripherals, licensing and software to efficiently deploy and manage resources. Tracked and reconciled assets to avoid misuse or theft
- Monitored metrics like system uptime, ticket volumes, resolution times, etc. to optimize support operations. Identified trends to implement proactive measures and reduce recurring issues
- Stayed up-to-date with changes in operating systems, software, networking, information security and other IT solutions to provide effective support
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## Skills

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**Code/ Scripts:** Python, Terraform, Ruby, Docker, Kubernetes, Groovy/Jenkins pipelines, CloudFormation, Ansible

**Platform:** GCP, AWS, OCI, Openstack, vSphere, Proxmox/xcn-ng, Linux (OEL/ RHEL, Debian, Ubuntu)

**Solutions:** F5, Bluecat DNS, Pfense, Open source load balancers, Virtual Box, Github, Prometheus, Spinnaker, Artifactory