

JACK HEFNER

SUMMARY

Automation Engineer focusing on OpenStack, Ansible, and Python to build dependable infrastructure. I also enjoy automating away all those boring human tasks. I like to toy with ChatOps when I have the chance.

EXPERIENCE

AUTOMATION ENGINEER | IBM, 2015-PRESENT

Automate deployment and management of internal Ruby on Rails app suite run on OpenStack platform.

- Automate lots of moving pieces to create QA, Staging and Production environments. Such as nginx, logging, NFS, Capistrano, haproxy and more.
- Create deployable environment templates with Ansible and build CLI tools for developers to assist in deploying them.

PROCUREMENT & INFRASTRUCTURE | BLUE BOX GROUP, 2013-2015

Build, fill and monitor our data centers while working with a great group of folks to fix all the problems that come up when doing so.

- Managed day-to-day needs of 3 data centers around the world. This includes managing inventory, purchasing hardware and assisting with hardware installs as needed.
- Assisted the Director of Technical Operations in the planning and build of additional data centers. Coordinated with Sales, Account Managers, Systems Admins, and Data Center Engineers to get the job done on time and on a budget.

INTERNAL SYSTEMS ADMINISTRATOR | BLUE BOX GROUP, 2012-2013

Solve big and small problems that a growing startup may incur. Specifically tasked to keep the business productive by managing all the office IT and internal services.

- Setup and ran internal systems for company offices. Worked on a broad set of tasks like RADIUS, Wifi AP plotting, setup of hardware for new hires and more.

PROCUREMENT SYSTEMS INTEGRATION | AT&T PREMIER, 2008-2012

Integrated B2B customers procurement systems with AT&T's backend ordering application.

- Troubleshoot connectivity issues, repair customer configs and train customers on features of AT&T Integration.

EDUCATION

Certificate of Python Programming from UW

OpenStack Certification OS100

Associate of Arts (A.A.), Film/Video Production