Jordan Robison

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SUMMARY

Seasoned IT professional with 18 years of experience, including a recent role as Senior Application Security Engineer at Commure, focusing on securing SDLC. Expertise in cloud security, infrastructure engineering, and system administration, with a proven track record of implementing robust security measures. Seeking a Senior Application Security Engineer position to leverage extensive background in application and cloud security, infrastructure automation, and technical support.

WORK EXPERIENCE

Commure
Senior Application Security Engineer   Feb 2023 - Nov 2023
- Established a comprehensive Secure Software Development Life Cycle to mitigate risks, enhancing the integrity and confidentiality of software applications.
- Integrated security protocols into development processes to proactively identify and address vulnerabilities.
- Fortified application security, which bolstered end-user trust and system reliability.

Stax Payments
Senior Security Cloud Engineer   Oct 2021 - Jan 2023
- Spearheaded the design and implementation of comprehensive cloud security architectures at Stax Payments, ensuring robust protection of sensitive data and compliance with industry regulations while optimizing system performance and scalability.

WellSky
Senior Software Engineer   Jul 2019 - Mar 2021
- Spearheaded the design and implementation of scalable software solutions, enhancing product functionality and optimizing system performance for WellSky's healthcare and community care platforms, while mentoring junior engineers and collaborating cross-functionally to meet project deadlines and quality standards.

2nd Watch
Sr. Cloud Operation Engineer   Mar 2019 - Jun 2019
- Adapted to unforeseen circumstances by successfully transitioning to a remote work environment, maintaining productivity and service quality during the pandemic-induced workforce reduction.
- Managed to secure subsequent employment following layoff, demonstrating resilience and adaptability in a challenging job market.

Samba TV   Austin, Texas Area
Infrastructure System Engineer / SRE   Apr 2018 - Mar 2019
- Developed Terraform infrastructure as code to facilitate a seamless transition to an AWS environment, ensuring efficient and reliable migration processes.
- Configured and managed system provisioning across multiple data centers using Ansible Playbooks, while also implementing monitoring solutions with Prometheus and Grafana to maintain system performance and reliability.

ClearDATA - The Trusted Managed Cloud Provider.   Austin, Texas Area
Designed for Today's Healthcare Security Needs.
Cloud System Engineer   Jun 2016 - Oct 2017
- Engineered and deployed cloud infrastructure solutions catering to the specific needs of pharmaceutical companies and healthcare institutions.
- Conducted quality assurance reviews for infrastructure projects and provided exclusive support for containerization technologies including Docker.

Freelancing/ IT Consulting   Austin, Texas Area

System Administrator / Technical Support/Documentation   Mar 2014 - 2016
- Administered and maintained server environments, including virtual machine (VM) management, to ensure operational efficiency and reliability.
- Provided technical support for website construction, network configuration, and email troubleshooting, enhancing system functionality and user experience.
- Documented technical procedures and recovery processes, contributing to the accessibility and clarity of support resources for end-users.

Digital Cheetah   Austin, Texas Area
System Administrator   Oct 2014 - Jun 2016
- Maintained an efficient ticketing system to monitor and address IT requests, ensuring timely resolution of issues.
- Recognized and promptly elevated critical incidents to appropriate teams for immediate action.
- Administered adherence to PCI standards for server security, safeguarding sensitive data integrity.

Atlassian   Austin, Texas
Cloud Support Engineer   Jun 2014 - Jan 2015
- Delivered high-quality support for cloud-based applications, ensuring customer satisfaction and resolution of complex technical issues.
- Collaborated with the SaaS team to identify and address recurring problems, contributing to the continuous enhancement of service processes.

Cycorp   Austin, Texas Area
System Administrator   2014 - 2014
- Managed and maintained enterprise IT infrastructure at Cycorp, ensuring optimal system performance, implementing security protocols, and providing comprehensive technical support to a network of over 200 users.

AT&T Global Services
Network Control Engineer/Noc   Aug 2012 - Jul 2014
- Analyzed and resolved technical issues with network devices, including customized servers, circuit hardware, and access points, ensuring operational efficiency and minimal downtime.
- Provided customer support for internet service issues and compiled nightly reports, enhancing client satisfaction and maintaining service quality standards.

Hostgator.com
Junior Administrator/ Junior Administrator Level 2 /Linux   Nov 2009 - Jun 2012
Security Administrator / Internal Security
- Identified and neutralized security threats by removing malicious code, including PHP shells, and tracing the origins of spam and software exploits to maintain system integrity.
- Enhanced customer satisfaction through prompt resolution of advanced technical issues, demonstrating the ability to de-escalate situations and deliver solutions effectively.
- Delivered high-quality support by managing live chats and phone calls, balancing the dual responsibilities of technical troubleshooting and addressing sales inquiries.

Liquid Web
Linux Administrator   Feb 2006 - Apr 2009
- Managed system maintenance tasks, including data backups, user account management, and software installation, ensuring the integrity and accessibility of critical information.
- Developed scripts to streamline operational procedures, optimizing system efficiency and monitoring security, contributing to enhanced system performance and reliability.

Ideal Solution

Sales   Oct 2003 - Jan 2006

- Engaged with clients to identify optimal solutions tailored to their business requirements, including web hosting, website development, and VOIP phone systems.
- Conducted presentations at small business meetings, leveraging knowledge as a Linux Administrator to articulate cost-saving strategies through technology integration.

SourceVox

                                                                 Oct 2003 - Jan 2006

- Spearheaded comprehensive communication strategies, optimized brand visibility, and drove cross-functional team collaboration at SourceVox, significantly enhancing the company's market presence and stakeholder engagement.

Willingham & Cote
Clerk   Sep 2004 - Oct 2005

- Managed network administration duties, ensuring organizational continuity and system reliability during the primary administrator's leave.
- Coordinated document preparation and distribution, including photocopying, bookbinding, and preparing outgoing mail.

EDUCATION

Lansing Community College   2003 - 2008
Computer Science

Baker College of Owosso   2002 - 2003
Computer Science

CERTIFICATIONS

CompTIA Security+ ce Certification   None
Working on CEH

SKILLS

Continuous Integration and Continuous Delivery (CI/CD) • Web Applications • Hitrust • Languages • Sign Languages • Secure coding practices • Penetration testing • Threat modeling • Vulnerability assessment • Cryptography • Incident response • Communication • Team leadership • Problem-solving • Risk management