

Jordan Robison

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OBJECTIVE

I enjoy working in a challenging and fast paced agile environment. I am always pushing myself to the next level and working to expand my skills. I enjoy a challenge and will take any task head on and see it to completion. I strive to work with the brightest minds in the industry.

EXPERIENCE

Samba tv, Austin TX - Infrastructure Engineer / Site Reliability Engineer

April 2018 - Current

Roles and responsibilities: Contribute to the specification, acquisition, deployment, installation, configuration, and administration of new equipment, including life-cycle automation. Create, implement, and support key infrastructure components, including monitoring and configuration management tools. Iterate on any solution to automate it or improve the automation. Troubleshoot issues across the stack (hardware, network, applications). Drive corrective actions of Linux kernels, drivers, system BIOS, and firmware issues. Troubleshoot advanced issues. Understand large and complex systems, with multiple moving interrelated parts. You will need the ability to prioritize between multiple competing projects in order to build scalable, fault-tolerant systems to help ensure uptime. Participate in 24/7/365 on-call rotation, that includes night and weekend shifts, and be able to resolve Critical System issues.

ClearData, Austin, Tx- AWS Cloud support Engineer

June 2016 - Current

Amazon AWS experience leveraging APIs for provisioning/management, Scripting experience, JSON experience preferred, DRCS/SCM experience (Git), Experience with automation tools (i.e. Chef, Puppet, SaltStack, Jenkins, or other), Experience with MySQL and SQL Server databases, Familiar with common network protocols - HTTP, SSH, SNMP, DNS, RDP, Network appliance deployment, Excellent troubleshooting and documentation skills, act as an escalation point for customer issues, Hands-on experience with monitoring tools, intrusion detection mechanisms, and vulnerability assessment tools and practices. Security focused - the confidentiality and security of our customers' data is paramount, Excellent communication and collaboration skills, Setting-up and configuring AWS services to best practices, Automated software deployment and configuration management, Documentation of customer environments and best practices, Working in a multi-tenant environment, Docker, ECS deployments was what I was know for.

SKILLS

CI/CD Stack:

Jenkins, Salt, Ansible, Chef, GIT, Docker

Hashicorp Stack:

Vault, Terraform, Consul

LAMP/ELK Stack:

Linux, Apache/Nginx, *sql, PHP

Monitoring Software:

Prometheus, Grafana, Nagios, New Relic

AWS Cloud:

EC2, S3, ELB, ECS, Route53, IAM and more

Atlassian Stack:

JIRA, Confluence, Bitbucket, Service Desk

Volunteer/AWARDS

[Little Pink Monster](#)

[Star Program](#)

[Lansing Linux User Group](#)

[AT&T Perfect Quality](#)

LANGUAGES

Bash, Python, Golang, YAML, JSON, Terraform

EDUCATION

Lansing Community College,
Lansing, Mi

Sept. 2003 – Jan 2005

Digital Cheetah, Austin, Tx – System Administrator

October 2015 – June 2016

Receive, troubleshoot and work with appropriate resources regarding support and development related requests. Track and manage all requests through help desk software (Zendesk) and agile project management software (JIRA) Identify and escalate situations requiring urgent attention. Track internal progress of development requests, fixes, and enhancements and generate progress reports to clients when necessary

Freelancing

March – 2015 October – 2015

As a freelancer I have had many different roles. I have done System Administration, Managing servers, working with VM, helping build websites, Technical Support, and Technical Support Documenter. I have also supported help with office networks, building a data room, and troubleshooting email issues to recovering data from backups.

Atlassian, Austin, Tx — Cloud Support Engineer

June 2014 – Jan 2015

Providing best in class support to Atlassian OnDemand products - JIRA, Confluence, JIRA Agile, JIRA Service Desk, HipChat, etc. And working with SaaS team to provide model of Legendary Support through Process experiments and continuous improvement.

AT&T Global Services, Austin, TX — Network Control Engineer/NOC

Jan 2012 – June 2014

Troubleshooting and managing all NMDs (AT&T WiFi Services proprietary designed server), circuit hardware, switches, APs and other devices with different retails. This also included troubleshooting certain AT&T WiFi Services on the NMD including Palantir, Aolserver, FFP (custom firewall) and DHCP. Assisting customers with their internet service problems and initiates calls to various support organizations as needed. Responsible for McDonald's nightly reports (RTS report)

HostGator, Austin, Tx — Linux Admin/Security

Nov. 2010 – Jan 2012

Started as a chat tech and quickly moved into a Systems Administration role resolving a wide range of issues with CMS applications and server issues. Later moved into a Security role tasked with maintaining the health and integrity of over 10k servers and responding quickly to compromised accounts providing 100% service assurance.