JAMES DOWNS

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DEVOPS ENGINEERING LEAD

Technically sound and result-oriented DevOps Engineering Lead with over 14 years of industry experience delivering central web services, directory services, technical support, and analyzing systems while utilizing various software applications, including Python, Jenkins, and GitLab, to automate operations processes. Proficient in managing and executing projects, supervising project processes from initiation to implementation while working with teams to deliver outstanding results within budgets and deadlines. Adept at performing hardware and software upgrades and providing outstanding technical support to customers to resolve complex issues. Proven track record of success in developing, deploying, and evaluating systems to improve uptime and efficiency. Outstanding leader with the ability to manage a team and utilize interpersonal skills to collaborate with stakeholders, vendors, and end-users. Committed to professionalism, highly organized, able to see the big picture while paying attention to small details, and strong business analysis and process improvement experience.

AREA OF EXPERTISE

DevOps | Machine Learning | Web Services Migration | Systems Administration | Operations Automation | Vendor Collaboration | Process Improvement | Networking | Technical Support | Desktop Support | Databases | Project Management | Active Directory | Network Security | Application Development | OS Installation | Servers Configuration | Teamwork | Interpersonal Skills | Excellent Communications Skills | Training and Development | Timeliness

PROJECTS

- Deployed an NGINX web server to AWS using Terraform.
- Serving a TensorFlow model with Flask and Heroku.
- Deploying a Machine Learning Model to Google Cloud using Streamlight, Docker, and Vertex AI.
- Deploying NGINX to Google Cloud with Google Kubernetes Engine and Terraform.

CAREER HISTORY

UNT System   **Nov. 2018 – Present**

Systems Administrator II – Central Web Services   **Oct. 2021 – Present**

Plays a key role in planning and implementing web services migration from on-prem to cloud, ensuring compliance with the company's policies and meeting deadlines.

- Responsible for providing primary systems administrator for UNT, UNT Dallas, and UNT System web hosting and coordinating 4 web farms with 40+ servers running LAMP and LEMP stacks on Ubuntu and RHEL.
- Utilizes Python and shell scripting, Jenkins, Ansible, and GitLab to facilitate the automation of all operations, ensuring ease and high efficiency.
- Maintains and monitors the web farm's health and performance using Zabbix and Nginx Amplify while assisting in troubleshooting the network, delivering quality performance, and resolving issues for all web farms.
- Migrates clients from Drupal 7 to OmniCMS by collaborating with vendors and continuously maintains asset security regarding security policies and Rapid7 InsightVM recommendations.

System Administrator I – Directory Services   **Nov. 2018 – Oct. 2021**

Deployed software applications, including Python, Jenkins, and GitLab, to automate operations processes, improving performance and reducing time.

- Utilized Active Directory and Azure AD to ensure users' accounts were correct and disabled when users left.
- Provisioned and configured new VM Servers for Office 365 identities and EXO mailboxes as needed for business purposes.
- Liaised with outside vendors to implement additional functionality using various applications, including REST APIs while ensuring operation.

The Container Store   **Aug. 2011 –**
Nov. 2018
Systems Analyst
Successfully provided primary support for Office 365 and served as Technical Lead for store setups and grand openings.

- Configured, tested, repaired, replaced, and relocated systems and network components as necessary with effectiveness.
- Documented and distributed information regarding critical or unusual problems and situations encountered with a resolution for future use by the assist staff and department.
- Provided a wide range of planning, implementation, training, and functional support for AD, Exchange, and IDM processes.
- Assessed and proposed software solutions to operations and development teams while determining the impact of solutions on the existing software systems and business.

Dallas Baptist University   **May 2009 –**
Aug. 2011
Desktop Support Lead
Configured student laptops at the College; troubleshot problems; cleaned off viruses and spam; reinstalled operating systems; advised on possible repair options.

- Developed and implemented policies and procedures for daily activities and interdepartmental activities.
- Installed, upgraded, supported and troubleshoot Windows OS and ISO-authorized desktop and iPad applications, hardware, and peripheral equipment.
- Coordinated and executed preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Deliver just-in-time support at the HelpDesk and across campus and respond to departmental technical emergencies to minimize data loss, meet deadlines, and support users' needs.
- Assisted in setting patterns for data extracts, data staging areas, Audit/Control functions, error handling, data reconciliation, and archive processes.

Previous Excelled as:
Desktop Support Technician | Dallas Baptist University   **Dec. 2008**
– May 2009
Cable Technician | Dallas Baptist University   **Aug. 2008**
– Dec. 2008

EDUCATION

- **B.S. Computer Science |** University of the People   In Progress
- **B.S. Management Information Systems |** Dallas Baptist University   Aug. 2011

AWARDS AND CERTIFICATIONS

- TensorFlow Developer   2022

- Star Performer at UNT System   2021 & 2022
- Leadership Development Award at the Container Store   2018

TECHNICAL SKILLS

Tools: MS Word, Excel, and PowerPoint, TensorFlow, Pandas, Python, PowerShell, Ansible, Terraform, Jenkins, Git/GitLab, Linux, Ubuntu, RedHat, Nginx, MySQL, Google Cloud, AWS, Azure