

# Chris Jones

DevOps Engineer  
Platform Engineer  
Systems Engineer  
Systems Administrator  
IT Guru

## Personal Info

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## Skills

- Linux
- macOS
- Windows
- AWS
- GCP
- CloudFormation
- Terraform
- Docker
- ECS/Fargate
- Kubernetes
- Helm
- CI/CD
- AWS Lambda
- BASH
- Python
- JavaScript
- PowerShell

## About

### DevOps Engineer

- Experienced DevOps/Platform Engineer capable of leading the design and implementation of complex on-prem and cloud based systems.
- Possesses an extensive background in multiple overlapping careers including systems engineering, DevOps Engineering, Systems Engineering, and IT Support management.
- Possesses strong leadership and mentorship skills and can provide a culture of excellence and continuous improvement.
- Has excellent communication skills with both technical and non-technical stakeholders.
- In-depth knowledge of software design patterns, architectural styles (e.g., microservices, event-driven, serverless architecture, various CI/CD tools), and other emerging technologies

### DevOps and Platform Engineer

- Expert in building CI/CD driven microservice based architectures.
- Experienced in systems integration in order to create the best possible foundation for any given project.
- Experienced in working with and supporting developers in order to see projects through to completion and continued development.
- Adept at creating and implementing tooling for developers to guarantee that they have the smoothest path from coding to production deployment.

### Systems Engineer

- Has extensive experience in building and maintaining enterprise scale on-prem and cloud environments.
- Highly experienced with many Linux distributions.
- Skilled in the setup and maintenance of highly available and redundant systems.

### IT Support Manager

- Has experience at managing, supporting, and optimizing IT departments to operate at peak efficiency.
- Very experienced in desktop environments for all major operating systems macOS, iOS, Windows, and Linux.
- Well versed in Jamf, Kandji, Microsoft Intune, and Connectwise.
- Brings an engineering mindset to IT support that allows for better troubleshooting and problem solving.

## Experience

05-2021 - present	<p><b>Neuroflow/Quartet Health - DevOps Engineer</b></p> <p>Quartet Health is a company that tries to make getting access to mental health care easier. I started as a DevOps engineer but grew into the role of Principal Architect. That role had me involved in DevOps, systems engineering and administration, IT, and security.</p> <ul style="list-style-type: none"><li>Managed and maintained Quartet Health's diverse AWS and containerized (Fargate and Kubernetes) environments.</li><li>Migrated Quartet's services to EKS that were previously hosted directly on EC2.</li><li>Migrated Quartet's services from EKS to Fargate upon realizing that Kubernetes was a bad choice for their infrastructure.</li><li>Migrated Quartet's aged self-hosted SFTP server setup from a single server to AWS Transfer Family. This resulted in an increase in security for our clients and a reduction in maintenance complexity.</li><li>Implemented Atlantis for handling Terraform via GitOps.</li><li>Created a custom built VPN solution around OpenVPN CE and</li></ul>
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Jamf
Kandji
Microsoft Intune
Active Directory
Google Workspace

## Education

### University of Central Florida

Bachelor's in Digital Media

### Central Florida Community College

Associate's Degree

- OneLogin, then later Okta. The result significantly reduced the complexity and cost of the company's VPN setup.
- Fully built and automated an Informatica environment via Terraform.
- Provided guidance and mentorship for all engineers on best practices regarding AWS, CI/CD methodologies
- Significantly reduced Quartet's AWS costs.
- Nurtured and maintained a healthy DevOps based culture that allowed the dev and infra teams to work well together.
- Worked hand-in-hand with the security team to ensure HIPAA and SOC2 compliance for our entire infrastructure.
- Deployed Darktrace across our entire IT infrastructure (Cloud and individual laptops) for security monitoring purposes.
- Deployed Rapid7 across our entire IT infrastructure (Cloud and individual laptops) for security monitoring purposes.
- Maintained a remote IT support fleet for over 400 remote workers.
- Took over and rebuilt the IT support department. Discovered and shut down a laptop theft ring within the company.
- Migrated the IT Support team's Apple MDM solution from Jamf to Kandji.
- Migrated the IT Support teams' Windows MDM solution from ConnectWise to Microsoft Intune.
- Greatly improved Quartet's IT security posture where it was previously lacking.
- Managed Quartet's Google Workspace environment.
- Managed Quartet's O365 environment after the migration from Google Workspace.
- Managed and maintained Quartet's self-hosted Github Enterprise Environment.
- Significantly improved the IT department's overall security posture by fully automating updates for all user control machines.
- Implemented Okta as the company's new SSO platform.
- Taught and mentored in the ways for DevOps, systems engineering, security, and IT management. Quartet truly utilized all of my abilities.
- Optimized the entire IT support workflow from users requesting help with issues to those problems getting solved into a faster and more efficient workflow.
- Deployed company device asset tracking where they previously had none.

09-2020 - 05-2021

### Voice.com - DevOps Engineer

- DevOps engineer for Voice.com, a social network built on the EOSIO blockchain.
- Managed and maintained Voice's GCP and Kubernetes environments.
  - Became familiar with blockchain technology. Specifically the EOSIO blockchain framework.
  - Was instrumental in streamlining a massive lift-and-shift migration from Block.one's infrastructure to Voice's. Migrated services included multiple Kubernetes clusters, over 200 GitHub repositories, PostgreSQL databases, CI/CD pipelines, and DNS records, and NPM packages.
  - Streamlined their CloudFlare and PagerDuty accounts by managing them via Terraform and buildkite.
  - Became their go-to resource for tricky Terraform and Bash related issues.

08-2019 - 09-2020

### AiCure - DevOps Engineer

DevOps engineer for AiCure, creators of a machine learning based mobile app that assists patients in clinical trials.

- Overhauled AiCure's code deployment process to make it a true CI/CD process
- Made AiCure's existing services more resilient by implementing optimizations like container autoscaling
- Made use of Lambda functions to reduce cost and make management of infrastructure easier to maintain

01-2018 -  
08-2019

**Univision** - *DevOps Engineer*

DevOps engineer for most of Univision's online presence

- Built custom tooling to automate and provide accountability for the entirety of Univision's and Gizmodo Media Group's DNS infrastructure
- Containerized and automated of Univision's Jenkins environment
- Rebuilt Univision's AWS environment entirely in CloudFormation
- Brought visibility to cost of operation of all Univision AWS accounts via CloudHealth
- Implemented CI/CD pipelines to test and automate other processes wherever possible
- Migrated their deployments from ECS to Kubernetes
- Became DevOps lead by default and rose to the increase in responsibilities