

THOMAS M. MACK

www.linkedin.com/in/mackt • www.thomasmack.dev • www.github.com/mackcoding

SUMMARY

DevOps Engineer with several years of experience in platform administration, software development, and infrastructure automation. Proficient in Kubernetes, Ansible, Helm, Infrastructure as Code, and CI/CD pipeline implementation.

TECHNICAL SKILLS

Programming: C#, Go, Python, JavaScript, Bash, HTML, CSS/SCSS

Frameworks: ASP.NET, Bootstrap, MudBlazor, TailwindCSS

Containerization: Docker, Kubernetes, Helm, Flux, ArgoCD, Sidero Talos, Omni

Cloud/IaC Tools: AWS (ECS, Lambda, CloudWatch, Route 53, IAM), Google Workspace, Terraform, Ansible, Git, CI/CD pipelines

Security Tools: Vault, Authentik, Securlly, GoGuardian, Clever, ClassLink, Tailscale

Systems: Linux (Ubuntu/Debian), Windows Server, VMware ESXi, Proxmox VE, PostgreSQL, MariaDB/MySQL, SQL Server, Redis

Hosting: NGINX, Apache, IIS, PowerDNS, Microsoft DNS, Prometheus, Grafana, k9s

Tools: Visual Studio 2022, VS Code, Zed Editor, IncidentIQ, Jira

PROFESSIONAL EXPERIENCE

DevOps Engineer at Flipside (Remote) | May 2024 – Jun 2025

Automated Infrastructure as Code deployments for bare-metal servers and Talos-based Kubernetes clusters using Ansible, Helm, and Docker containers, supporting blockchain network operations and contributing to open-source infrastructure projects.

- Automated Infrastructure as Code (IaC) deployment workflows for SEI, NEAR, Aptos, Avalanche subnets, MayaChain, and THORChain blockchain nodes using Ansible, Helm, Docker, Terraform modules, and Git, integrating CI/CD pipelines for release orchestration.
 - Provisioned and maintained self-hosted bare-metal Linux servers via Ansible playbooks and Terraform modules, automating configuration management and ensuring high availability.
 - Designed and deployed Kubernetes clusters with Sidero Talos Linux and Omni, standardizing provisioning, enforcing secure configurations, and enhancing reliability.
 - Orchestrated Docker container deployments on Kubernetes and Proxmox VE clusters using Ansible, Helm, and Git-based CI/CD pipelines to streamline releases.
 - Conducted manual testnet deployments to evaluate blockchain node performance, reliability, and architecture, guiding infrastructure automation improvements.
 - Developed reusable Ansible playbooks and Terraform modules to provision, manage, and scale validator nodes, improving deployment consistency.
 - Leveraged Prometheus, Grafana, and Loki for monitoring, alerting, and centralized log aggregation; utilized Vault for secure secret management across environments and pipelines.
 - Collaborated with validator operators and blockchain teams via Slack and Discord to troubleshoot infrastructure issues, coordinate incident responses, and share best practices.
 - Contributed fixes and enhancements to open-source Ansible roles, Helm charts, and Go modules via Git, boosting IaC reliability and community adoption.
 - Troubleshooting networking, infrastructure, and application-layer issues - including routing and load balancing - to maintain high availability and performance.
-

Programmer at ECi Solutions (Remote Contract) | September 2023 - Present

Engineered a high-performance, multithreaded C# .NET console application to automate end-to-end Jira data migrations across isolated instances into a unified PostgreSQL platform, leveraging asynchronous programming and Git version control.

- Containerized PostgreSQL in Docker to support migration workflows and simplify environment provisioning.
 - Authored comprehensive documentation to streamline installation, configuration, and onboarding of the migration tool.
 - Utilized GitHub Issues to manage development tasks, track bug reports, and coordinate stakeholder feedback and feature requests.
 - Delivered technical support to business units, troubleshooting migration-related issues and ensuring seamless operations.
-

DevOps Engineer at HomeHero (Remote) | November 2021 - December 2022

SaaS infrastructure engineer specializing in designing and maintaining five-nines availability, HIPAA-compliant AWS architectures with expertise in automated encrypted backups, security hardening, and cost-efficient, high-availability containerized deployments.

- Architected and maintained five-nines availability, HIPAA-compliant SaaS infrastructure on AWS using ECS, CloudWatch, RabbitMQ, PostgreSQL, and IAM within containerized environments
 - Implemented automated, encrypted backup solutions in Go to ensure secure data retention and regulatory compliance
 - Automated logging, storage management, and security hardening across development, staging, and production environments
 - Researched and implemented cost-optimization strategies for AWS resource usage, reducing operational expenses
 - Initiated Prometheus and Grafana implementation for infrastructure monitoring and alerting
 - Provided responsive technical support to development teams, diagnosing and resolving infrastructure, performance, and security issues
-

IT System Engineer at Red Clay School District (Wilmington, DE) | August 2015 - November 2021

Implemented code-driven solutions to support secure, efficient IT operations across the district, focusing on automation, integration, system consistency, and SaaS application management.

- Researched district requirements and developed custom C# and ASP.NET tools to streamline operations and reduce administrative costs
 - Developed a pandemic monitoring application to track real-time student and staff absenteeism, enhancing district health oversight and safety protocols
 - Engineered an ASP.NET badge management system to automate ID issuance and lifecycle management, improving physical security and cutting manual effort
 - Built ASP.NET applications for digital signage and bus route management, optimizing communication workflows and transportation logistics
 - Standardized Google Workspace and Active Directory organizational units (OUs) for consistent policy enforcement and simplified user administration
 - Deployed and managed SaaS applications, including single sign-on (SSO) and student software platforms, to deliver secure, unified access
 - Created a teacher-facing control panel to automate routine administrative tasks, reducing Google Workspace training time and support tickets
 - Automated environment management with custom scripts for user/device cleanup, SSO synchronization, and proactive data validation
 - Provided technical support and escalated issue resolution for network, server, and application incidents, ensuring high system availability
-

Platform Administrator at HostMySite • Newark, Delaware | April 2012 - Feb 2015

Promoted from Technical Support Representative to Platform Administrator, orchestrated migration of 600+ bare-metal servers to VMware ESXi, led VIP incident management, and optimized shared hosting platform reliability and scalability.

- Managed shared hosting support via phone, chat, and email using a ticketing system, resolving Tier 1 and Tier 2 incidents.
- Migrated 600+ bare-metal servers to VMware ESXi virtual environments, enhancing scalability and reducing hardware dependency.
- Administered a hybrid farm of 600+ Linux and Windows servers, overseeing performance monitoring, capacity planning, and maintenance.
- Led weekly on-call rotations and after-hours VIP escalations, directing incident response and maintaining SLA compliance.
- Conducted root-cause analysis for server performance and software issues, driving reliability improvements.
- Orchestrated legacy system migrations and platform upgrades, streamlining workflows and boosting operational efficiency.