

# THOMAS M. MACK

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## SUMMARY

Self-taught DevOps engineer with experience spanning tech support, platform administration, software development, and infrastructure automation. Worked across education, SaaS, and blockchain industries, focusing on Kubernetes, system integration, and automation using tools like Ansible, Helm, and GitOps workflows.

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## TECHNICAL SKILLS

.NET (C#, ASP.NET) • Go • Bash • Python • JavaScript • HTML/CSS/SCSS • Kubernetes • Sidero Talos & Omni • Docker • Helm • Ansible • Terraform • Flux • ArgoCD • Git • NGINX • Apache • IIS • PowerDNS • Microsoft DNS • PostgreSQL • MariaDB/MySQL • Microsoft SQL Server • Redis • Proxmox VE / Mail Gateway / Backup • Active Directory • Google Workspace • Prometheus • Grafana • k9s • Authentik • Securlry • Route53 • CloudWatch • ECS • Lambda • IncidentIQ • Clever • ClassLink • GoGuardian

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## PROFESSIONAL EXPERIENCE

### Crypto Company • DevOps Engineer • Remote (May 2024 - June 2025)

Operated and automated deployments across 50+ bare-metal servers and Talos-based Kubernetes clusters using Ansible and Helm, supporting blockchain networks and contributing to open-source infrastructure projects.

- Implemented Ansible and Helm workflows to automate deployment across multiple blockchain networks, including SEI, NEAR, Aptos, Avalanche subnets, MayaChain, and THORChain
- Deployed and managed over 50 bare metal servers in a self-hosted infrastructure
- Worked with team members to design and deploy a Kubernetes cluster using Sidero Talos Linux, and Sidero Omni
- Deployed containerized applications on Kubernetes and Proxmox clusters using Ansible, Helm, and automation pipelines
- Performed deep dives into blockchain node software; executed manual setup processes for testnets to evaluate network behavior and learn architecture
- Wrote Ansible automations for managing and scaling validator nodes
- Frequently collaborated with validator operators and blockchain organizations via Discord and Slack
- Contributed fixes and improvements to open-source projects, including Ansible roles, Helm charts, and Go code
- Assisted in debugging issues across networking, infrastructure, and application layers, including routing and load balancing

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### Software Solutions Company • Software Developer • Remote (Contract, September 2023 - ongoing)

Engineered a high-performance, multi-threaded C# tool to automate the migration of 50+ Jira instances, enabling ECi Solutions' Agile Transformation within 90 days through disciplined QA, thorough documentation, and active stakeholder collaboration.

- Developed a multi-threaded, asynchronous C# console application with a PostgreSQL backend to automate Jira data migrations across 50+ isolated instances into a unified platform within a strict 90-day deadline
- Personally managed end-to-end migration of 50+ Jira projects, addressing technical challenges to ensure data integrity and minimal downtime
- Authored clear, user-focused documentation to support tool adoption, usage, and long-term maintainability
- Collaborated with stakeholders to define migration requirements, integrate feedback, and align outcomes with business goals
- Provided technical support to business units and team members, fostering a collaborative environment and improving overall migration proficiency

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### **Healthcare SaaS Company • Devops Engineer • Remote (November 2021 - December 2022)**

SaaS infrastructure engineer focused on HIPAA-compliant AWS architectures, with expertise in automated encrypted backups, security hardening, and cost-efficient, high-availability deployments.

- Designed and maintained a five-nines, HIPAA-compliant SaaS infrastructure using AWS services including ECS, CloudWatch, RabbitMQ, PostgreSQL, and IAM in a containerized environment
- Developed a custom backup solution for automated, encrypted data storage
- Automated logging, storage, backup, and security hardening across all environments
- Researched and implemented cost-saving measures for AWS operations
- Provided responsive, ad-hoc support to development team

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### **School District • Devops Engineer (August 2015 - November 2021)**

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

- Researched district requirements and developed tools to improve district-wide operations and reduce costs
- Developed a pandemic monitoring tool for real-time student and staff absenteeism tracking, enhancing community trust and safety
- Engineered an ASP.NET badge system to streamline ID creation and management, improving security and reducing costs
- Built ASP.NET applications for digital signage and bus route management, optimizing communication and transportation logistics
- Standardized and restructured Google Workspace and Active Directory OUs for consistency and simplified administration
- Deployed and managed services including SSO, student software, and Google Workspace tools
- Created a teacher-facing control panel to simplify administrative tasks and reduce Google Workspace training overhead
- Automated environment management with scripts for user/device cleanup, SSO sync, and proactive data validation
- Provided technical support to school technicians and resolved escalated issues related to networking, servers, and applications

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### **Webhosting Company • Platform Administrator (April 2012 - Feb 2015)**

Progressed from Technical Support Representative to Platform Administrator, leading server migrations, automations, and VIP support initiatives to ensure high availability and customer satisfaction.

- Progressed from tech support representative to team lead and platform administrator, supporting shared hosting customers via phone, chat, and email using a ticketing system
- Migrated 600+ bare-metal servers to VMware virtual environments, improving scalability and reducing hardware dependency
- Administered a server farm of 600+ Linux and Windows servers, ensuring performance, uptime, and capacity planning
- Participated in weekly on-call rotations and led after-hours escalations for critical incidents, including direct management of VIP client issues
- Conducted root-cause analysis to resolve server performance and software issues across both Linux and Windows environments
- Led support teams through legacy system migrations and administrative projects, improving internal processes and technical outcomes
- Took escalated customer service calls during late hours, ensuring satisfaction and maintaining service quality under pressure