**Mark Kogon**

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🌐 LinkedIn | Woodland, WA | Portfolio (updated regularly)

**Cloud Engineer | Site Reliability Engineer | Solutions Architect**

Proven expertise in cloud technologies, CI/CD pipelines, infrastructure as code (IaC), monitoring, observability, and incident management. Demonstrated ability to optimize cloud systems and drive operational efficiency with quantifiable impact.

**TECHNICAL PROFICIENCIES**

* **IaC & Automation**: Terraform, Bicep, PowerShell, Helm CLI, Jenkins, YAML
* **Cloud Platforms**: Azure, AWS (EC2, S3, RDS, AKS)
* **CI/CD & DevOps Tools**: Azure DevOps, Jenkins, GitHub Actions
* **Observability & Monitoring**: Prometheus, Grafana, Azure Monitor
* **Containerization & Orchestration**: Docker, Kubernetes
* **Security & Compliance**: SAST, Azure Key Vault, GDPR, HIPAA, PCI
* **Business Continuity & Disaster Recovery**: Multi-region DR, Azure Backup, KMS
* **Secrets Management & Scanning**: Azure Key Vault, Helm Charts
* **Cloud Storage Administration**: MinIO (S3-compatible)
* **Database Management**: Azure SQL, Cosmos DB, MySQL, PostgreSQL
* **Programming & Scripting**: Python, Bash, Perl, JavaScript

**CERTIFICATIONS**

* **Microsoft Certified: Azure Administrator Associate** – AZ-104 (07/2022 - 07/2025)
* **HashiCorp Certified: Terraform Associate** (01/2022)
* **Microsoft Certified: Azure Fundamentals** – AZ-900 (06/2022)
* **AWS Certified: Solutions Architect – Associate** (01/2020)

**CAREER EXPERIENCE**

**Cloud Engineer**

**Brado** | 07/2023 – 03/2024

* Developed and deployed infrastructure as code (IaC) solutions using **Terraform** and **Bicep**, improving deployment efficiency by 30%.
* Designed and maintained **AKS clusters** and **container environments** to support proprietary AI models.
* Automated workflows with **Azure DevOps pipelines**, reducing manual tasks by 25%.
* Implemented Business Continuity/Disaster Recovery (DR) plans across multiple environments, ensuring zero downtime during outages.
* Managed **cloud infrastructure security**, scalability, and monitoring using best practices and tools such as **Azure Monitor** and **Grafana**.
* Spearheaded incident management and troubleshooting, reducing downtime by 15%.

**Support Engineer / DevOps Engineer**

**Archive360, LLC** | 04/2022 – 03/2023

* Automated **Azure DevOps** CI/CD pipelines to deploy **VMSS**, **AKS clusters**, and **storage accounts** using **Bicep**, **Helm**, and **PowerShell**, improving deployment speed by 40%.
* Coordinated upgrades of AKS clusters and internal software deployments, maintaining 99.9% uptime.
* Provided L2/L3 support for customer infrastructure, solving over 150 incidents related to Azure products.
* Implemented **monitoring and observability frameworks** with **Azure Monitor** and **Grafana** dashboards, optimizing issue detection.

**Cloud Engineer**

**GridWorks IC** | Portland, OR | 2019 – 2020

* Automated deployments and configurations using **Terraform**, reducing manual effort by 35%.
* Managed **Linux EC2 instances** for application maintenance and performed system administration tasks.
* Built a **CI/CD pipeline** using Jenkins, automating 80% of release processes.
* Monitored critical systems using **Prometheus**, achieving a 20% reduction in downtime.
* Migrated applications to AWS infrastructure and maintained HIPAA compliance across services.

**Site Reliability Engineer (Contract)**

**Springbrook Software** | Portland, OR | 2019

* Deployed and managed **IaC environments** using **Terraform** and **PowerShell**.
* Handled **incident management** and troubleshooting across cloud-based ERP solutions, reducing resolution time by 25%.
* Created **automation scripts** to optimize virtual machine builds, resulting in a 15% cost reduction.
* Configured **Azure Active Directory** and managed MFA solutions for secure access.

**Product Support Engineer**

**Huron Consulting Group** | Hillsboro, OR | 2016 – 2018

* Developed and debugged SQL scripts to optimize performance of research compliance software.
* Collaborated with sub-contractors and vendors to drive product improvements, resulting in a 10% increase in user satisfaction.

**Software Developer / System Administrator**

**DiscoverOrg** | Vancouver, WA | 2014 – 2015

* Automated large-scale processing tasks using **Perl** and **Python**, increasing batch processing efficiency by 30%.
* Managed MySQL databases serving over 100,000 daily users.
* Built integrations between **Salesforce Apex** and internal systems, reducing manual workflows by 20%.

**Senior Secondary Processing Analyst**

**Xerox Litigation Services** | Albany, NY | 2008 – 2014

* Automated Oracle SQL processes using **Perl scripts**, increasing document handling efficiency by 25%.
* Wrote SQL queries for secondary data processing and ensured data accuracy for legal teams.

**IMPACT METRICS**

* Reduced downtime by **20%** through proactive monitoring and automation.
* Improved deployment efficiency by **30%** using IaC tools like **Terraform** and **Bicep**.
* Automated 80% of CI/CD workflows using **Jenkins** and **Azure DevOps**.
* Ensured **99.9% uptime** during critical software updates and cloud migrations.

This version incorporates relevant SRE-related keywords, quantifiable metrics to highlight your contributions, and tools used throughout your career. It is optimized for ATS and better tailored for positions in cloud engineering and site reliability engineering.