SCOTT LONGHOFER

Cloud Engineer

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SUMMARY

A Cloud Solutions Professional with twelve years of support and management work experience, specializing in maintaining cloud environments, troubleshooting customer issues, and managing support teams.

EDUCATION

University of North Texas
Bachelor's Degree in Communication Studies
2013 – 2015

North Central Texas College
Associate of Arts
2012 – 2013

SKILLS

- Python
- MySQL
- Docker
- REST APIs
- Jenkins
- Groovy
- Bash
- CI/CD
- AWS
- GCP
- Azure

CERTIFICATIONS

- AWS SysOps Administrator – Associate

PROFESSIONAL EXPERIENCE

Cloud Engineer
Innova Solutions| November 2025 - Present

Devops Engineer
Infras | March 2025 - November 2025

- Created and maintained Jenkins deployments.
- Created all infrastructure and service deployments.
- Maintained all database infrastructure and user management.
- Created Github repositories and workflows.
- Maintained, deployed and troubleshot all Kubernetes deployments.

Software Engineer
Capital One | 2021 - March 2025

- Wrote and developed code in Python, Java, and JavaScript.
- Built and designed the architecture, design patterns, reliability, and scaling of new and current systems
- Improved observability, performance, efficiency and resilience of applications.
- Increased performance in shared code base library through code optimization and deduplication of efforts.
- Maintained and wrote deployment packages for AWS infrastructure and applications.

Enterprise Pipeline Support Engineer
Capital One | 2020 - 2021

- Assisted internal developers in utilizing Jenkins, Ansible and terraform wrappers in pipelines.
- Updated and maintained internal tooling.
- Troubleshot pipeline issues to resolution or escalated appropriately.

PROFESSIONAL EXPERIENCE

Lead Engineer
Booze Allen Hamilton | 2020 - 2020

- Designed and provisioned lab AWS environment for use by project's data scientist at National Science Foundation.
- Converted data scientist's machine learning model to an AWS lambda serverless format.

Cloud Security Engineer
Costar Group | 2019 - 2020

- Maintained AWS cloud environment IAM policies via Cloudformation and Terraform.
- Administed and maintained DivvyCloud servers, logging and automated remediation.
- Created and updated docker images.
- Ensured cloud security best practices were met.
- Edited and tested CloudFormation templates.
- Created and maintained TFS/Azure devops build pipelines.

Product Support Engineer
DivvyCloud | 2018 - 2019

- Provided support for customers' environments on AWS, GCP and Azure.
- Responded to help desk tickets, telephone calls, e-mail and slack messages for technical support.
- Created and maintains all public facing API documentation.
- Conducted quality assurance and code reviews.
- Maintained CircleCI pipeline for automated CFT updates
- Provided support for customers using Docker, Kubernetes, MySQL and Redis databases.

Support Engineer II
Mercury Managed Services | 2018 - 2018

- Responded to help desk tickets, telephone calls, and e-mail and personnel requests for technical support.
- Coordinated conference calls with engineers from leading global technology companies to discuss subject matter accreditation exams, customer issues, and cloud usage.
- Served as the IT Liaison to external partners, software and hardware vendors for problem resolution, information gathering, system upgrades and maintenance.
- Assisted in configuring Connectwise Automate and Manage alerts, monitors and configuration.

Cloud Support Engineer
Amazon Web Services | 2015 - 2018

- Provided support to customers to integrate and utilize cloud technology offerings, which included SES, CloudFront, S3, Snowball, Storage Gateway, Glacier, and MediaSuite.
- Coordinated conference calls with engineers from leading global technology companies to discuss subject matter accreditation exams, customer issues, and cloud usage.
- Provided administrative support, including answering phone calls, responding to emails, and preparing correspondence
- Wrote 10 articles covering S3, CloudFront, API GW, Lambda and DyanmoDB.
- Trained 200 staff including Technical Account Manager, Engineer, Cloud Support Associates, and Managers in on all internal tools and AWS job responsibilities.
- Coordinated with 10 Fortune 100 and 500 clients valued at $100M, which included Netflix, Spotify, Tinder, Amazon, Amazon Video, and Amazon Prime Now.

Systems Administrator
University of North Texas | 2015 - 2015

- Managed Mac and Windows imaging solutions, updates, and deployment and provided tier II and III support for helpdesk and IT staff, which included resolving 30 computer issues per week.
- Managed systems administration for over 300 student and faculty computers, oversaw networking configurations for the library, and conducted high-level programming using PowerShell and Bash.
- Managed Windows servers for file storage and printing needs and oversaw PaperCut printing solutions.
- Managed the SCCM2012 server with 1.2K users, deployed programs, and installed Windows updates.
- Reduced the time required to prepare computers from two days to four hours by enhancing the imaging
- process to install more software and writing a custom PowerShell script to automatically install programs.

I.T. Helpdesk Manager
University of North Texas | 2014 - 2015

- Coordinated oversight of the libraries technical support service desk operations, provided I and II technical support on-site and via phone, identified solutions to complex 40 IT issues per week for service desk personnel, and conducted end to end relationship management for 30K customers.
- Managed the inventory of all computers, keyboards, monitors, and gaming consoles valued at $400K.

Lead Technician
University of North Texas | 2013 - 2014