

James Strong

strong.james.e@gmail.com

<https://jamesstrong.dev>

Senior Customer Success Manager • Opensource Maintainer

James is an experienced technical professional who works well with minimum supervision and as a group member. Customer-oriented problem solver who can adapt to new situations and effectively learn new technologies. A quick learner with a desire for continuous personal and technical growth. Effective communicator who can create technical materials that convey value for clients and end users.

Core competencies include:

Kubernetes • Networking • Amazon Web Services

Virtualization • Cloud Native • Linux • VMware • Web Services

Professional Experience

Isovalent At Cisco • Senior Customer Success Manager

Milpitas, CA • April 2024 - Present

Isovalent • Senior Solutions Architect

Zürich, Switzerland • January 2024 - April 2024

Chainguard, Inc. • Staff Solutions Architect

Kirkland, WA • Dec 2021 - Dec 2023

Responsible for providing Chainguard customer product support, answering technical questions while architecting solutions, and solving customer problems with the suite of Chainguard products. Also, partner with customers to upgrade their CI/CD and SDLC to enable new Software Supply Chain Security practices and tools such as SBOM and CVE attestations and container signing utilizing Sigstore.

Kubernetes • Ingress-nginx Maintainer

Online • 2019 - Present

Core maintainer for the kubernetes sig-network project sub-project Ingress-Nginx Ingress controller. Bi-weekly run the community where we discuss pressing needs of the project and the community. Responsible for triaging issues, approving pull requests, and, most importantly, releasing new versions of the controller for open-source users and businesses to consume.

Repo <https://github.com/kubernetes/ingress-nginx>

Community meeting playlist

<https://www.youtube.com/playlist?list=PL69nYSiGNLP2Rqe8T4mDnyHqDZ4VYPY1X>

O'Reilly Author • Networking and Kubernetes

Remote • Sept 2021

Networking and Kubernetes is an essential guide for anyone who wants to deploy, manage, or troubleshoot a production-scale Kubernetes network.

There needs to be more than just understanding Kubernetes clusters to operate Kubernetes at scale. Every layer of the stack—the network, operating system, Kubernetes—depends on the layer below. Successful administrators must understand each layer and how it works across deployments on-prem, in the cloud, and with managed services. Kubernetes Networking guides administrators through the complexity and abstraction layers of running a Kubernetes network. It covers:

- The Kubernetes networking model
- The CNCF Container Network Interface Project and how to choose the best interface for your clusters
- The networking and Linux primitives that power Kubernetes
- How to quickly troubleshoot networking issues and prevent downtime
- Cloud networking and Kubernetes with the three major providers: AWS, GCP, and Azure
- The pros and cons of various network tools—and how to select the best ones for your stack

<https://www.oreilly.com/library/view/kubernetes-networking/9781492081647/>

A Cloud Guru Instructor • Advanced Networking with Kubernetes on AWS

Remote • Sept 2021

Since its release in 2014, Kubernetes has become the de-facto standard for container orchestration. Kubernetes is a distributed system for managing containers, and its networking is no different. Many companies are deploying Kubernetes on-prem and in the cloud, both managed offerings and self-deployed.

With that, the demand for System, Network, and Cluster Administrators to understand the underpinnings of the network stack in Kubernetes is ever-increasing. This course is a deep dive into the Kubernetes network model, the components involved, and how to deploy, manage, and troubleshoot the cluster network.

<https://learn.acloud.guru/course/advanced-networking-with-kubernetes-for-aws/dashboard>

Contino • Cloud Native Director

New York City, NY • Sept 2019 - Dec 2021

Responsible for Evangelizing Contino's work in DevOps and Cloud transformations. Partnering with clients, conference organizers, and others to bring their message to their communities, accelerate the adoption of new platforms, or present on topics such as Kubernetes, Cloud Native Architecture, or Application Modernization. Aides in all facets of the project life cycle, beginning with a project proposal and closing SOWs with the sales team by helping technical teams deliver value to the client.

Volunteer • Meetup Organizer

New York City, NY • April 2019 - Dec 2021

Responsible for organizing and scheduling several Meetups in the Louisville and NYC tech community. In Louisville, Kubernetes, Cloud Native, GoLou, and the AWS User group. James works as a Co-Organizer for DevOps NYC.

Contino • Technical Principal

New York City, NY • Jan 2019 - Sept 2019

Led technical teams implementing technologies like Terraform, Docker, and other cloud-native technologies. Upskilled teams on those technologies utilized paired programming or workshops. Responsible for day-to-day Scrum master duties, completion of Project deliverables, and report-outs to Key stakeholders.

Contino • Senior DevOps Consultant

New York City, NY • Jan 2018 - Dec 2018

Guide Enterprise organizations on how to adopt DevOps practices by

- Creating automated pipelines for infrastructure and applications, on-premise and in the cloud, utilizing the Hashicorp suite of tools.

- Upskilling current workforce with hands-on mentoring during architecture, coding reviews, and pipeline deployment.
- Accelerating the adoption of DevOps tools, Docker, Terraform, and Configuration management tools such as Chef, Puppet, or Ansible, and coordinated with CI/CD software like Jenkins.

Bluesentry IT • DevOps Engineer Lead

Louisville, KY • Jan 2017 - Jan 2018

Aided client's efforts to transition to Cloud-based architecture exclusively utilizing AWS.

- Architecture review, including VPC design, IAM policy and Least Privilege model review, Services utilization, and migration to AWS services.
- Creation of Infrastructure as Code for client's AWS resources utilizing Terraform
- Scrum Master for the team, leading all discussions and backlog reviews.
- As the product owner, I held discussions with clients and prioritized backlogs.

Cafepress • DevOps Engineer

Louisville, KY • Sept 2016 - Dec 2016

Responsible for aiding the Organization's transition to a Cloud-based Architecture and mindset.

- Develop strategy for the organization's move to a Cloud-based architecture and API-driven infrastructure.
- Create an automated pipeline for building infrastructure utilizing Jenkins Pipeline, Hashicorp's Terraform, and Packer.
- AWS - Troubleshoot AWS environment; EC2 Clean up, Cost optimization, and setup security/usage/architecture guidelines.
- Release manager for website code base; Project plan for simplifying and automating the release process.

GE Appliances • Cloud Architect - Marketing IT

Louisville, KY • May 2015 - Sept 2016

Responsible for aiding the team's transition to a Cloud-based Architecture and mindset, utilizing tools, technologies, and methodologies like Docker, Continuous Integration, Agile, and Microservices.

- Increased developer effectiveness.
 - Establishing coding standards.

- Completed migration to git for all of the team's source code repositories.
- Automated Code Deployment and CI/CD pipeline.
- Increased AWS adoption and awareness, including Architecture, Operations, standards, and migration of customer-facing web applications.
- Migration of static websites to AWS utilizing S3 and Cloudflare.

GE Appliances • IT Lead Technologist – Cloud

Louisville, KY • February 2013 – May 2015

Responsible for developing and supporting GE Appliances' in-house developed Private Cloud solution utilizing a combination of technologies, including Ruby, Micro web services, Puppet, RabbitMQ, Jenkins CI, Github, Docker, and VMware infrastructure. Also, I am responsible for public cloud migration utilizing Amazon Web Services.

- Implemented API key management Services.
- Designed and implemented Snapshot management API, a Cloud dashboard for Capacity management.
- DevOps and cloud evangelist.
- Network management between GE and AWS.

GE Home & Business Solutions • IT Technologist – Cloud

Louisville, KY • August 2012 – February 2013

Responsible for continued implementation, design, and support of GE Home and Business Solutions' private cloud utilizing VMware's vCloud automation center 5.1, C#, Puppet, and Ruby. Also, contributed to the support of the current VMware virtualization infrastructure.

- Implemented Service-Now to DynamicOps SOAP interface.
- Collaborated on the creation of REST web service design for cloud integrations.
- Implemented integration into the current IPAM solution.

GE Home & Business Solutions • ITLP – Enterprise Client Services

Louisville, KY • February 2012 – August 2012

Facilitated the design and implementation of an infrastructure as a service environment utilizing DynamicOps Cloud Automation Center. Completed manual virtual server builds to understand the build process and automate it.

- Collaborated with the team on choosing orchestration and IAAS engine to run our private cloud, resulting in implementing DynamicOps Cloud Automation Center.
- Lead role in designing and deploying a Cisco UCS lab environment for testing UCS firmware, VMware ESXi, and vSphere upgrades.

GE Appliances & Lighting • ITLP – Project Management Office

Louisville, KY • August 2011 – February 2012

Lead developer and Scrum Master of the agile project for development and migration of the Project Management office's project tracking and tollgate approvals to Service-now.com Cloud services.

GE Appliances & Lighting • ITLP – Midrange Team (Linux/UNIX Administration)

Louisville, KY • January 2011 – August 2011

Collaborated with the team and EMC to complete the installation, configuration, and migration to a new EMC Avamar grid.

- Completed five weeks of on-call rotations.
- Designed and implemented a user audit process for removing expired user accounts from approximately ten different development servers.
- Worked with cross-functional teams to substantially reduce the number of outdated Solaris 2.6 servers in a legacy environment.

GE Appliances & Lighting • ITLP – Global Network Team

Louisville, KY • June 2010 – January 2011

Worked with the Team on daily operations, upgrades, and on-call rotations.

- VPN Cleanup - Created Perl scripts to remove all the unused/down/partial tunnels across our Cisco VPN concentrators. Removed identified tunnels from their device configurations.
- Network Upgrade - Coordinated with the business to upgrade end-of-life hardware. I oversaw both the communication and technical pieces of the upgrade.
- Wireless Upgrade - Helped upgrade our wireless network in one of Appliances' largest warehouses.

GE Consumer and Industrial • IT Intern

Louisville, KY • May '09 – August '09

Created a virtualization strategy for my team's applications. The team was new to virtualization and wanted to know the Business and IT impact of virtualizing their applications, which I supplied to them.

- Migrated and updated the website to company standards for Product Labs testing.

University of Dayton • Network Administrator

Dayton, OH August '06 – September '09

Worked with network management applications such as CiscoWorks, HP OpenView, and AMP Airwave to monitor, diagnose, and troubleshoot wireless around campus. Deploying and Troubleshooting Network equipment across Campus.

Accreditations

Current

Past

CNCF CKA • CNCF CKS

AWS DEVOPS - Professional • AWS CSA - Professional

AWS CSA – Associate • AWS DEV - Associate • AWS SYSOPS - Associate

CCNA • CCNA Security • RedHat Certified System Administrator • VMware Certified Professional 5

Education & Memberships

Bachelor of Science in Computer Information Systems: U. of Dayton, Ohio
2010

Masters of Science in Computer Science: U. of Louisville, Kentucky May 2015

IEEE Member: 92045724