

Tyson Jenkins

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SKILLS

Programming Languages: Python, Go, Typescript

Web: React, Nextjs

Software: Docker, Traefik, Cloudflare, SSH, Nginx, Github Actions, Git, Proxmox

WORK EXPERIENCE

Technical Support Associate

Pure Storage

January 2026 – Present

Lehi, UT

- Analyzed 1,000+ support tickets over 5 weeks using Excel to identify workflow bottlenecks; developed data-backed process improvements projected to reduce response time by 6–8%
- Evaluated internal ticket patterns to identify alerting inefficiencies and developed recommendations to improve signal accuracy and increase time on tickets that need support

Home Lab

Project

October 2024 – Present

- Maintained a Proxmox homelab to host and containerized 10+ applications
- Enabled secure external access to my systems using Cloudflare Tunnel and Tailscale
- Streamlined Docker deployments for 99.5% uptime

TYSONCLOUD

Project

March 2025 –Present

- Implemented an AI-powered build generator that used Groq API to generate and deploy them to Docker containers automatically, reducing manual configuration time by 70%
- Deployed through Docker containers on server infrastructure (tysoncloud.tysonjenkins.dev), achieving continuous uptime and scalable build handling
- Enhanced Git-based integration pipelines, cutting deployment times by 40% and improving build reliability across environments

Simulo

Software Engineer

October 2025 – December 2025

Salt Lake City, UT

- Built and hosted a Debian package repository on a VPS, creating a centralized deployment pipeline that reduced manual setup time by 60%
- Designed GitHub Actions workflows to automate code testing and integration, cutting regression errors by 30% during development cycles
- Improved deployment reliability and build consistency through end-to-end CI/CD automation

Student Coach

Neumont University

January 2025 – August 2025

Salt Lake City, UT

- Coached students in networking concepts, including static routing, dynamic routing, DNS, and DHCP using Cisco Packet Tracer.
- Assisted 20+ students, leading to improvement in lab completion rates.

EDUCATION

Neumont College of Computer Science

Bachelor of Science, Presidents List, GPA: 4.0

September 2024 – September 2026

Salt Lake City, UT