William Dunn DevOps Engineer

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DevOps Engineer with 3+ years of experience automating deployments, managing AWS and Azure infrastructure, and supporting mission-critical SaaS services. Proven in Jenkins, Terraform/Terragrunt, Kubernetes, CI/CD, scripting, and 24/7 incident response.

Professional Experience

DevOps Engineer, *Billtrust*　　　　　2022-2025

- Managed Jenkins pipelines, Terraform deployments, and company-wide DevOps workflows.

- Ran Terraform/Terragrunt deployments in CLI environments (Linux/Ubuntu) and used PowerShell for Azure-related tasks.

- Supported AWS (ECS, S3, SSM, and other core services) and Azure (Kubernetes on VMs, Rancher) environments.

- Led release management for an Azure-hosted microservice.

- Participated in Change Advisory Board (CAB) meetings to plan and approve production changes, including deploying hotfixes via eCAB CERT processes.

- Responded 24/7 to on-call incidents, ensuring reliable service for customer-facing SaaS products.

- Handled DevOps request queues (Jira, Slack, Teams) supporting AWS, Azure, Datadog, SendGrid, and other tools.

- Used Splunk and Datadog to analyze logs, monitor deployments, and troubleshoot issues across environments.

- Coordinated with security teams to remediate flagged vulnerabilities on VMs across all environments.

- Built PowerShell scripts and Packer templates to automate VM image creation, integrated with Jenkins for on-demand builds.

- Collaborated closely with developers and fellow DevOps engineers to resolve deployment issues and optimize workflows.

- Authored internal Confluence documentation to promote best practices and support onboarding.

Skills

- **Infrastructure**: Terraform, Terragrunt, AWS, Azure
- **Languages/DB**: Java, SQL
- **CI/CD & Containers**: Jenkins, GitLab CI, Artifactory (JFrog), Docker, Kubernetes, Rancher
- **Scripting & Tools**: PowerShell, Bash, Linux, Git, Datadog, Splunk

Projects

Ecommerce Website & Mobile App, *Skyline Baskets*　　　　　2019-2020

- Created an e-commerce site with Shopify and developed a companion mobile app using C# and Xamarin as part of a 5-person team.

- Focused on product detail pages, image features, and debugging, integrating Shopify API, with task tracking in Jira and Azure DevOps.

Manuscript Authorship System, *Cognigen Corporation*　　　　　2018-2019

- Built a web app with a 6-person team to manage research contributor data using Java, Spring Boot, Spring MVC, Node.js, Angular 2, and MongoDB.

- Focused on backend account management and password reset features, using Postman, REST, JSON, with collaboration in Trello and GitLab.

Education

Dominican University, *River Forest - B.S. Computer Science*　　　　　2020