

John T Jones

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Solutions Architect | Cloud Engineer

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Accomplished Cloud Architect and Infrastructure Leader with 21 years of industry expertise spanning roles as Systems Engineering Manager, Cloud Engineer, DevOps and System Administration, NOC Technician and Incident Manager. Excelled in delivering multimillion-dollar cost reductions and operational excellence through strategic cloud optimization, DevOps automation, and secure high-availability architecture.

Strategic Accomplishments

Scalable Architecture & Security: Designed and deployed high-availability infrastructure using **AWS ECS Fargate with AWS Copilot**, enabling cost efficiency through auto-scale of containers and integrating AI-based WAF on NGINX with secrets management to ensure **SOC 2 compliance** and hardened application security.

Cloud Migration & Financial Governance: Spearheaded the end-to-end migration of physical data centers to AWS (EC2/RDS), achieving a **60% improvement in web service stability** and a **\$260k/year reduction** in cloud spend through application of best practices for cloud optimization.

DevOps & SRE Maturity: Engineered robust CI/CD ecosystems using **GitHub Actions, Octopus Deploy and Jenkins** to automate application deployments resulting in a **9.3/10 Mission Cloud Scorecard** for operational excellence.

Skills

Cloud - Designing Scalable Cloud Architecture, Cost Optimization, Migration Planning, AWS (EC2, RDS, AWS Copilot, CloudWatch, DB Migration Service, ECS, Fargate, IAM, S3, Amplify, Cost Monitoring, Route 53, ACM, DynamoDB, CloudTrail, Guard Duty.) Google Cloud (Kubernetes)

DevOps - Site Reliability Engineering, GitHub, Github Actions, Git, Docker, Kubernetes, Google Analytics, Zabbix, Jira, Jenkins, Packer.io, Terraform, Ansible, NewRelic, Python.

SysAdmin - Windows, Linux, NGINX, IIS, ElasticCloud, Algolia, VideoStreaming, SOC 2, TCP/IP Networking, MySQL, MSSQL, Postgres Database Administration, Slack Administration, Google GSuite Administration

Work Experience

Cloud Engineer

Remote Oct 2024 - March 2026

OptionMetrics
<https://optionmetrics.com/>

- **Designed and deployed a secure, air-gapped internal documentation platform** using a pull-based synchronization model to meet strict compliance requirements for non-internet-facing assets. The solution utilized Github Actions, S3 policies, Instance roles and Nginx reverse proxy to provide secure automated code deployment.
- **Automated OpsWise workflow** for data backfill procedure, removing manual procedure for the Operations team and ensuring consistent results.
- **Led cloud cost reduction initiatives resulting in \$100k/year reduction in cloud spending** through instance scheduling, rightsizing, resource decommissioning and data retention policies.
- **Improved monitoring for critical infrastructure** using AWS integration with Site24x7, resulting in complete infrastructure monitoring and reporting.

Systems Engineering Manager

Superior Integrated Auctions

<https://superiorintegratedauctions.com/>

Remote Feb 2020 - Feb 2024

- **Led a successful migration project from a physical datacenter to AWS RDS and EC2**, resulting in a 60% improvement in the stability of web applications and services while introducing scaling and reliable backups for high-availability and data integrity.
- **Optimized AWS environment**, achieving 9.3 out of 10 on [Mission Cloud Scorecard](#) which tracks best practices on security, operations, reliability, cost and performance of cloud infrastructure.
- **Ensured daily operations for multiple SAAS applications and environments**, in a mixed Windows/Linux environment using technologies such as Docker, Nginx, Fargate and IIS. Maintain SLOs and proactively monitor the environment for risk.
- **Enhanced monitoring and IaC** (AWS Copilot) to reduce incidents and increase reliability. Utilized Zabbix, CloudWatch, Slack, New Relic, Grafana, Host-tracker, and load testing tools (loadster.io) for comprehensive oversight.
- **Implemented auto-scaling and Infrastructure-as-code** using AWS Copilot and AWS ECS Fargate. The solution included secrets management with encryption at rest and access control, increasing security of sensitive data. Flexible designs for back-end or internet facing services.
- **Directed development workflow and facilitated collaboration between teams** using Agile methodologies to drive story completion and Jira to track progress while improving and maintaining code quality via the adoption of QA processes and code repository best practices.
- **Reduced cloud spending by \$260,000 annually through strategic cost optimization**. Implemented service decommissioning, instance rightsizing, instance scheduling, S3 lifecycle rules and cost monitoring.
- **Enhanced application performance while reducing costs** by identifying expensive SQL queries and implementing solutions to mitigate DB load. Leveraged tools like AWS Performance Insights, SQLQueryStress and SP_Blitz.
- **Implemented CI/CD processes** GitHub workflows and Octopus Deploy Server enabling automatic deployments to environments resulting in faster time to market, and improved team productivity. Notifications in place for build status integrated with slack and email allowing for quick action upon failure.
- **Enhanced application security** using OpenApp-Sec, an AI based WAF to protect against web attacks, threats, unauthorized access as well as independent penetration testing to discover and remediate application vulnerabilities.

DevOps/Systems Administrator

Superior Integrated Auctions

<https://superiorintegratedauctions.com/>

Remote Nov 2017 - Feb 2020

- **Managed several Kubernetes clusters in GCP** hosting the company's main web applications including a custom npm based docker image. These were fronted by Nginx reverse proxy in AWS. Responsible for the operation and performance of these kubernetes clusters. Increased performance of the web application after customer feedback by reviewing and adjusting container specs. Used gcloud CLI to manage the cluster nodes.
- **Implemented Packer.io with Ansible project** to build AWS AMIs for Windows IIS server, eliminating server installation time for new environments and ensuring consistent functionality across each environment.
- **Implemented WebRTC video streaming service** using Flashphoner WebCallServer for use within web applications. Configured as CDN to provide streaming from multiple media servers allowing for failover. Involved extensive work with in-house developers and Flashphoner to deliver business requirements of <1 second latency from auctioneer to web application.
- **Established comprehensive server and application monitoring** using tools such as AWS CloudWatch, SNS, Zabbix, Slack, NewRelic, Grafana and Host-tracker creating dashboards and metrics facilitating rapid incident response.
- **DevOps Enhancement - Implemented Jenkins for CI/CD**, building .NET app from source and deploying to windows agents. Created other projects for administrative tasks and used project-based authentication to empower other team members to run workflows independently.
- **Managed G-Suite** for all users - account management, security controls, email retention policies, license management, producing reports and enforcing compliance.

Incident Manager/Operations Center Technician II

Blackbaud

<https://www.blackbaud.com/>

Austin TX May 2015 - Nov 2017

- **Provided onsite monitoring** of IT infrastructure and incident response including starting of “war room” whereby all required on-call personnel collaborate to resolve service affecting incidents.
- **Send updates on a predetermined schedule** to internal and external stakeholders during incidents for event status, using pre-determined verbiage.
- **Generate incident reports** including incident detect time, staff response time, time of discovery of the solution, time of implementation of the solution, service recovery, restore time, root cause of the incident and what is the permanent fix to prevent re-occurrence.

Operations Center Technician

Epicor Software

<https://www.epicor.com/>

Austin TX May 2010 - May 2015

- **Provided onsite monitoring** of IT infrastructure and applications, including datacenter environmental controls.
- **Perform data restore requests** using Iron Mountain offsite tape storage.
- **Perform Iron Mountain backup** tape offsite rotation using Iron Mountain web application.
- Respond to server alerts and troubleshoot to quickly resolve service affecting issues.

Desktop Technician

Epicor Software

<https://www.epicor.com/>

Austin TX June 2005 - May 2010

- **Managed the full lifecycle of company owned** laptops and desktops, including deployment, configuration, decommissioning and asset tracking.
- **Developed and maintained custom Windows deployment images** using Microsoft Deployment Toolkit (MDT) and Symantec Ghost imaging software for use company wide.
- **Resolved Tier 1 and Tier 2 technical issues** involving hardware failures, operating system and application errors for both onsite and remote employees.

Certifications

ITIL Foundation, Comptia Network+, Comptia A+, Microsoft Server, (MSDST) Microsoft Certified Professional (MCP).

Education

Bachelor of Arts in Liberal Studies (B.A) State University of New York (S.U.N.Y) Purchase.

- **Relevant Coursework: Logic (Systems Thinking), Psychology of Communication (Stakeholder Management), and Calculus (Quantitative Analysis)**