**Jason Lee Miller**

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[Online Resume](https://thought-operator.github.io/resume/) **•** [YouTube Channel](https://www.youtube.com/channel/UC0lbcdrSPBXIT1VDb941KWA) **•** [Blog](http://thoughtoperator.blogspot.com/) **•** [Discord](https://discord.gg/PjErXeHs)

**DevOps • Cyber Security • Information Technology**

**SUMMARY OF QUALIFICATIONS**

* **Extensive leadership in IT operations and infrastructure management**, overseeing the implementation of scalable DevOps strategies and driving continuous improvement initiatives.
* **Strategic oversight of enterprise security tools**, including Qualys, Orca Security, AlienVault SIEM, NMAP, Nessus, AWS Patch Manager, and FireEyes IDS, delivering a robust security posture for mission-critical systems.
* **Expert in cloud infrastructure design and implementation**, with hands-on experience in AWS, Azure, and Google Cloud, fostering cloud-first strategies to support business growth.
* **Demonstrated success in aligning IT infrastructure with business objectives**, driving efficiency, scalability, and resilience through the implementation of innovative technologies and best practices.
* **Proven track record in governance and compliance**, adept at implementing IT policies and security frameworks to meet industry regulations and safeguard sensitive data.
* **Exceptional ability to lead cross-functional teams in high-pressure environments**, ensuring operational excellence, risk mitigation, and service continuity.
* **Thought leader in technical strategy and innovation**, leveraging a deep understanding of emerging technologies and industry trends to foster a forward-thinking organizational culture.

**CORE COMPETENCIES**

**Technical Skills:**

* **Scripting:** Capable of automating workflows with Bash, PowerShell, and Python.
* **Containerization:** Advanced knowledge of Docker, Kubernetes, and OpenShift for cloud-native applications.
* **Operating Systems:** Hands-on experience with Linux, macOS, and Windows for system integration.
* **Infrastructure Management:** Harnessing the power of Terraform, Ansible, and Chef for dynamic environments.
* **Infrastructure Security:** Securing infrastructure through Qualys, AlienVault SIEM, and AWS Patch Manager.
* **CI / CD:** Managing Git, GitHub, and Jenkins to achieve faster, more reliable software releases.
* **Cloud Computing:** Navigating AWS, Azure, and Google Cloud to deploy and manage cloud-native applications.
* **Cloud Security:** Configuring AWS Security Hub, CloudTrail, and CloudWatch to enforce security at scale.
* **Static Analysis:** Command of OWASP, SonarQube, Snyk, and Checkmarx to fortify application security.

**Soft Skills:**

* **Collaboration:** Ability to foster teamwork across diverse teams.
* **Communication Skills:** Effectively communicate technical concepts to non-technical stakeholders.
* **Problem Solving:** Strong analytical skills to resolve issues efficiently.
* **Leadership:** Competent in driving consensus in high-stakes decision-making environments.
* **Task Coordination:** Proficient in balancing various responsibilities during peak times.
* **Critical Thinking:** Expertise in breaking down complex problems into manageable tasks.

**PROFESSIONAL EXPERIENCE**

***Thought Parameters LLC |* Owner / CEO | Placentia, CA** **Jun 2024 to Present**

Optimizing project strategies, fostering collaborative environments, and setting clear, measurable goals to drive success. Skilled in deploying cutting-edge IT solutions that enhance efficiency, empower teams to excel, and ensure alignment with the company’s vision and goals.

* Negotiated and implemented business banking agreements, optimizing transaction efficiency and minimizing overhead costs.
* Cultivated an authentic digital brand persona by carefully crafting and managing various social media platforms.
* Spearheaded the design and development of interactive websites hosted on Cloudflare Pages and GitHub Pages, ensuring rapid load times.
* Coordinated the preparation and filing of sales tax, e-waste, and compliance reports to meet all governmental deadlines.
* Utilized Canva to develop impactful visuals, enhancing storytelling across social platforms and driving user interaction.
* Unearthed valuable insights from market research, applying findings to refine software development processes and consulting practices.

***JL Miller Electric, Inc. |* IT Engineer | Placentia, CA** **May 2023 to Present**

Refining development workflows, nurturing team dynamics, and setting transparent benchmarks to drive peak performance. Expert in implementing innovative solutions that streamline processes and empower teams to achieve fullest potential, ensuring alignment with organizational objectives.

* Drafted comprehensive technical documentation in Confluence, elucidating intricate concepts and procedures. Additionally, crafted presentations to disseminate information across the team, facilitating a clear understanding of infrastructure status and conceptual ideas.
* Formulated Terraform configurations and modules for AWS, optimizing infrastructure as code development and validating with LocalStack to economize costs.
* Implemented Docker and Docker Compose for running internal services such as DNS.
* Leverage AI for code and content creation, enhancing productivity and innovation.
* Orchestrated a Kubernetes cluster with Ansible, enhancing container orchestration capabilities and delivering a cloud-native infrastructure for company projects and services.
* Oversaw Linux server administration tasks, encompassing performance optimization, package management, service configuration, and system resource monitoring.
* Engaged in configuring Jenkins jobs for Python projects, meticulously setting up the steps for building a Python package, creating a Docker container, executing pytest, and performing lint checks.

***David’s Bridal Inc. |* DevOps Engineer | Conshohocken, PA Jan 2022 to Apr 2023**

Senior member of team responsible for mentoring junior colleagues. Supported and managed multi-account organization in AWS, ensuring performance, user management, and infrastructure availability for development teams and the business.

* Executed cost optimization strategies across AWS, New Relic, and Splunk Cloud, resulting in savings of $10,000+.
* Rolled out Kubernetes clusters to physical hardware using Ansible and Helm for streamlined resource deployment.
* Engineered Python and Ruby scripts utilizing libraries such as Orion SDK, Flask, and AWS SDK for automation purposes.
* Employed Terraform config files and community modules to construct AWS resources including ELB/ALB, S3, Route53, RDS, IAM, and VPC.
* Addressed vulnerabilities and misconfigurations in AWS identified by Orca Security findings.
* Finalized automation of the AlienVault SEIM and the CloneGuard IPS appliances to enhance response time to findings and mitigate the risk of network attacks.
* Utilized AWS SSM (System Manager) and AWS Patch Manager, performed custom SSM document executions, and deployed the SSM agent on Linux instances lacking accessible keys. This enabled us to patch, secure, and validate instances, thereby mitigating our security risks.
* Facilitated engineering builds on Bamboo and managed CloudFormation jobs for the security team to update the Web Application Firewall (WAF).
* Automated the setup of GCP infrastructure for inventory control solutions from third-party providers using Terraform, improving reliability and speed.

***Fidelity Life Association |* DevOps Engineer | Chicago, IL Jan 2015 to Dec 2021**

Automated CI/CD pipelines for .Net (C#), NodeJS, and Ruby, streamlining development workflows for multiple teams. Revamped processes from scratch or updated existing pipelines to enhance efficiency and productivity across the board.

* Instituted Puppet Enterprise infrastructure integrating per-module CI/CD pipelines and employed r10k to regulate module versions across environments. This endeavor aimed to bolster reliability and mitigate risk by ensuring deliberate and managed deployments, thus reducing unforeseen alterations.
* Innovated CI/CD pipelines for internally developed projects in Ruby, Node.js, and Java, orchestrating seamless automation for building, validating, unit testing, scrutinizing security risks, refreshing package repositories, and deploying each project.
* Remedied EFT bank files by meticulously scrutinizing internal validation data to ensure precise file generation and accurate EFT numbers, facilitating the bank's ability to rerun files for customer billing.
* Established GCP infrastructure supporting Progressive's website integration, using NodeJS and Ruby to ensure smooth traffic flow.
* Engineered Ruby scripts to execute code deployment, institute rudimentary monitoring of application states, compile omnibus packages, and validate using Vagrant.
* Liaised between various groups including IT (DBAs, System Engineers, Developers), Business, Project Management, and executive teams, articulating project issues and requirements for swift and accurate resolutions.
* Designed Terraform configurations and modules to establish AWS resources across diverse accounts for company services. Employed Terraform workspaces to segregate state files across each environment, mitigating the likelihood of complications during Terraform apply operations.
* In charge of administering, configuring, troubleshooting, and automating deployments on Linux and Windows systems, utilizing Octopus Deploy and MCollective.

***Alma |* DevOps Engineer | Portland, OR Oct 2014 to Jan 2015**

Hired on a short-term contract to automate and scale the application's infrastructure within a limited budget. Delivered exceptional results, exceeding expectations and deadlines, leading Corsource to feature my work at Alma in their company newsletter.

* Flew to Portland, OR to collaborate with the Alma project team on refining deployment goals and business strategy. Met with Washington, D.C. representatives, including lawmakers, to discuss the role of educational software in school districts, gaining a deeper understanding of the company’s business objectives and strategic alliances.
* Built an automated infrastructure deployment system for Alma using Ruby, AWS APIs, and cloud-init, provisioning MongoDB, web, and PHP API servers with no manual intervention. Automated backups to S3 / Glacier and restructured from multi-AZ to single-AZ to meet cost-reduction targets.
* Regularly contributed to team meetings via Google Meet, coordinating infrastructure development and automation processes to meet business objectives. This collaboration ensured milestone adherence and progress transparency toward zero-touch environment automation.
* Reverse-engineered a complex monolithic bash script responsible for configuring application services. Collaborated with the author to refactor the script into service-specific instances, enabling distributed scaling and increasing the application’s capacity for concurrent requests by over 100%.

***Heartflow, Inc. |* DevOps Engineer | Redwood City, CA Jul 2014 to Sept 2014**

Maintained strict adherence to FDA and HIPAA standards, implementing 802.1x authentication on my Linux workstation to enhance network security. Improved Heartflow’s deployment model to facilitate seamless A/B rollouts without service interruption.

* Completed company-mandated HIPAA training with integrated quizzes, ensuring full compliance with regulatory requirements for handling sensitive health data in development and production environments.
* Architected an advanced A/B deployment framework by integrating SaltStack’s ZeroMQ orchestration with Python automation, intelligently utilizing grains for node isolation. This solution eradicated downtime caused by legacy concurrent update methods that previously disrupted multiple servers during rollouts.
* Took part in regular scrums to address challenges and communicate ongoing progress, ensuring clarity among the team.
* Assessed various technologies for improving the speed of algorithms generating 3D images showing heart valve defects and flow issues.

***Workday, Inc. |* Infrastructure Engineering | Pleasanton, CA Nov 2012 to Jun 2014**

Galvanized the Infrastructure Engineering team, which was formed due to my work on optimizing and maintaining Workday application environments globally. I collaborated closely with cross-functional teams to ensure new services for compliance and regulatory automation were successfully implemented. This role allowed me to enhance the production environments, improving both security and efficiency. The results provided a strong foundation for future development and infrastructure scaling.

* Rectified performance bottlenecks in production Linux environments, which were caused by excessive network traffic and application inefficiencies. Coordinated with the NOC to prioritize issues based on their impact and urgency. After analyzing the situation, I devised cost-efficient solutions to resolve these bottlenecks swiftly. This ensured the application’s stability and enhanced its performance.
* Devised the infrastructure framework for the Big Data Analytics project, automating instance creation through CloudFormation and Ruby/ERB templates. In parallel, I developed a second method using the "knife ec2" plugin from Chef, which improved compatibility with the existing configuration management system by leveraging current cookbooks. I also modified the system to support individual developer test environments within a dedicated AWS account managed by a separate team. Through collaboration with this team, I seamlessly integrated the Big Data Analytics service without requiring extensive changes.
* Employed MCollective to facilitate compliance automation by identifying differences in configurations between hosts, ensuring fast and accurate compliance and security reviews. I also worked with the security team to secure software approvals for all tools included in the omnibus, particularly Puppet, which allowed tasks to be performed by agents and enabled full infrastructure management without SSH dependency.
* Assisted in building infrastructure services like GlusterFS, incorporating remote file synchronization across offsite locations to ensure data availability and redundant backups. I coached a team member on how to obtain approvals from key stakeholders including Security, DevOps, OpsEng, and management. This collaborative effort led to the successful deployment of the service in production environments with all required signoffs.

***Apple, Inc.* | System Engineer | Cupertino, CA Jul 2011 to Nov 2012**

My efforts in deploying critical services and implementing infrastructure solutions have been instrumental in supporting the organization's objectives and driving innovation. Through careful planning and execution, I have helped create a robust foundation for our internal projects, enabling efficient collaboration and facilitating the achievement of our strategic goals.

* Crafted a specialized version of Gentoo Portage for reliably constructing engineering toolchains, benefiting all Hardware Engineering teams by controlling software installation through licensing and supporting slotting. I packaged Portage and the sandbox as an RPM for CentOS, incorporating a server group variable to guide proper software installation paths. This innovation improved build consistency and reduced the chances of errors during software compilation.
* Reengineered XSAN to consolidate multiple RAID 1 volumes into a single larger RAID 10 volume, optimizing storage capacity and redundancy. This upgrade provided the necessary 50 TB storage to accommodate several months’ worth of Akamai logs for help.apple.com, offering more than 30 TB of space with added protection against disk failure.
* Expanded LDAP functionality by adding NFS automount paths for NetApp shares, testing the configuration by logging into servers and confirming successful automounting. This enhancement supported development groups by providing secure storage solutions for their CAD and simulation workloads. The same LDAP method was used in the netboot process, allowing dynamic image selection tied to tftp through a helper program, ensuring smooth and reliable server booting.
* Supported a large engineering team of over 4000, troubleshooting trouble tickets related to CAD and simulation app licenses, toolchain problems, system performance issues, and wrapper application failures. I also fixed issues with automounting services and Puppet code defects, which caused linting errors and configuration failures.

***Netflix, Inc.* | System Engineer | Los Gatos, CA Feb 2011 to Jul 2012**

Joined Netflix Corporate IT and moved to the Qwikster System Engineering team shortly after. I helped build the DVD infrastructure and automated new servers using Puppet, streamlining the ability to scale and handle high traffic demands, as well as critical processes such as revenue sharing and Akamai CDN integration.

* Handled a high volume of ServiceNow tickets, supporting a corporate IT environment with 2,000+ physical servers. Diagnosed technical problems, created Puppet scripts for fixes, and provided clear guidance to users, earning recognition as one of the leading ticket solvers with strong reviews from management.
* Launched instances within Cloud Stack/Cloud.com and configured DNS through Bluecat IPAM appliances. I played a key role in building a private cloud infrastructure that supported over 10,000 instances, efficiently handling traffic from netflix.com by using Zeus load balancers to distribute the load.
* Provisioned both bare metal and Cloud Stackenvironments, leveraging Kickstart for bare metal setups and Box grinder for Cloud Stack image creation. Took part in data center operations, installing servers and wiring them to switches, while following all security measures and company policies at Equinix and Qwest.
* Responsible for migrating Jenkins build infrastructure, transitioning servers and slaves from Netflix to Qwikster for the DVD division’s builds. The move was seamless, ensuring the builds and testing proceeded without issue. My track record of completing high-priority tasks efficiently was a key reason I was assigned this project.

***iControl, Inc.* | System Engineer | Redwood City, CA Jan 2008 to Feb 2011**

Collaborated with numerous companies to assist in integrating the company’s product into their environments, ensuring smooth setup and operation. Additionally, I was responsible for configuring demonstration environments at Cisco, utilizing multiple labs and display rooms. As a versatile professional, I managed a wide range of challenges that arose, taking on various responsibilities. Working in a fast-paced startup environment, I often operated around the clock to ensure that all issues were resolved efficiently.

* Assembled iRules and similar A10 scripts for load balancer configurations, alongside writing comprehensive implementation guides. This reduced setup times for customers by providing all necessary instructions to proceed without live assistance.
* Inaugurated hardware integration by leveraging iDRAC to facilitate automated net boot installations via Kickstart. Additionally, engineered templates within VMWare ESX (vSphere) to deploy virtual machines from them or, depending on circumstances, employed Kickstart through VMWare. This process enabled unwavering server builds and seamless iControl application deployments.
* Formulated iCtech as a solution that took precise system snapshots when performance degradation or other anomalies arose. Distributed alongside the iControl RPMs, the tool was crucial in customer environments for autonomous troubleshooting. By incorporating plugin support, iCtech allowed for easily extensible diagnostics, which greatly enhanced our ability to pinpoint the root causes remotely.
* **Fashioned** Perl scripts to handle essential functions like network device backups, web page monitoring, and system health checks. These scripts tracked disk, memory, and CPU metrics on Linux servers, alerting when limits were surpassed. This toolset ensured **uninterrupted** support and enabled network security audits through Nipper.

**EDUCATION**Bachelors **|** Cyber Security **|** DeVry University **|** Expected: December 2027

**PROFESSIONAL DEVELOPMENT**Free Salesforce Training and Certification **|** Intellipaat **|** Online **|** 2024Akamai DevOps Training **|** Akamai Technologies **|** Online **|** 2023Puppet Training **|** Puppet Inc. **|** Online **|** 2018

LTM Training | F5 Networks | Onsite | 2008

**PROFESSIONAL AFFLIATIONS**Member, The National Society of Leadership and Success

**AWARDS & RECOGINATION**Spring 2024, Dean’s List - DeVry University