

# JASON KRAMER

DEVOPS ENGINEER

✉ [jkramer@thinkjk.com](mailto:jkramer@thinkjk.com) 🌐 [www.thinkjk.com](http://www.thinkjk.com) 📍 San Francisco Bay Area [in linkedin.com/in/thinkjk](https://www.linkedin.com/in/thinkjk) 🎧 [thinkjk](https://www.thinkjk.com)

## SUMMARY

Skilled DevOps Engineer with experience automating, supporting, and optimizing high availability mission critical deployments across multiple platforms in the cloud. Excellent at communicating complicated concepts to colleagues and management. Passionate about technology, eager to take on new challenges. Code. Commit. Cloud.

## SKILLS

**CLOUD PROVIDERS:** AWS, Azure, GCP

**PROGRAMMING LANGUAGES:** Go, Bash, Python

**AUTOMATION AND CONFIGURATION MANAGEMENT:** Terraform, CircleCI, Github, Chef, Vagrant, Puppet, Jenkins

**STORAGE:** EMC, SAN, NAS, FreeNAS, TrueNAS, LTO, JBOD, Unraid

**VIRTUALIZATION:** ECS, EC2, Docker, VMWare, VirtualBox

**MONITORING:** Datadog, Cloudwatch, Splunk, Elastic Stack, Zabbix, Nagios

**OS:** Linux, Unix, Solaris, Windows, OSX

## EMPLOYMENT

### Shujinko, DevOps Engineer, Remote

2019 - Current

- Build, maintain, and scale infrastructure for non-prod and prod environments using Terraform, Packer, and Ansible in AWS, Azure, and GCP
- Write custom Terraform modules (DRY) to codify the scaffolding across environments
- Implement and maintain CircleCI CI/CD pipeline leading to increase speed of deployments through environments without downtime
- Contribute to DevOps tooling and application code base primarily written in golang and bash
- Contribute to a library of data collectors written in golang for automatically retrieving customer account data
- Led observability push by integrating Datadog and Cloudwatch, leading to faster identification and resolution of platform and infrastructure issues (detailed under projects)
- Supported sales team on customer facing sales calls to address technical questions pre and post sales
- Conducted technical product overview for the sales team
- Work cross-functionally to ensure that the engineering organization have successful processes, tools, and methodologies throughout the SDLC
- Foster a culture of robust documentation in relation to various infrastructure and SDLC processes
- Create workflows, charts, and designs to visually help document ongoing platform and process development
- Contributed in collecting and defending evidence in the process of obtaining and maintaining SOC 2 compliance (detailed under projects)
- Provide continuous feedback during product development to ensure that the platform maintained its usability
- Participate in 24/7 on-call rotation

### VIZ Media, DevOps Engineer, San Francisco, CA

2017 - 2019

- Decreased time to deploy and maintain environments by implementing infrastructure as code using CloudFormation
- Reduced build and test time by more than half by re-writing and optimizing CircleCI pipelines
- Automated code deployment from Github to Opsworks using AWS codedeploy/codepipeline
- Configured and managed AWS CloudFront for over 2 million monthly active users around the world, greatly increasing speed of web content and decreasing server load
- Implemented and actively oversaw log management using Elastic Stack to increase visibility for issue identification and reporting
- Led migration from AWS RDS MySQL to Aurora MySQL databases
- Saved the company over 40% a year by analyzing and optimizing AWS usage
- Managed Nginx configurations across multiple sites and multiple hosts using Opsworks
- Created AWS WAF and Rack Attack rules that were successful for bot, scrape, and attack mitigation
- Secured infrastructure by setting up site-to-site VPN, 2FA, and database/data encryption
- Lead vendor selection, negotiations, contract renewals, licensing, and purchasing
- Interviewed candidates for various IT positions
- Chef Implementation and Optimization (detailed under projects)
- Puppet Implementation (detailed under projects)

### Systems and Network Administrator, San Francisco, CA

2014 - 2017

- Managed and maintained multiple VMWare ESX hosts across multiple blades with failover
- Set up and managed over 1 Petabyte of ZFS storage on FreeNAS
- Migrated main internal data storage from EMC Isilon to OpenBSD based FreeNAS
- Created a tape backup/archive system for archiving digital assets using CatDV (DAM) and Xendata
- Managed high availability PFSense Firewalls with over 100 active daily users
- Configured and maintained JAMF suite for automated software deployments, OS updates, and inventory
- Migrated from Xinet (DAM) to a more easily manageable and accessible FTP
- Led vendor selection, negotiations, contract renewals, licensing, and purchasing
- Trained and mentored new IT employees
- Zabbix Implementation (detailed under projects)

### Responsys, System Administrator, San Bruno, CA

2012 - 2014

- Configured and supported Brocade SAN Switches
- Built and administered Solaris 10 and Solaris 11 hosts and containers
- Administered CentOS/RHEL/OEL hosts
- Troubleshoot, administered, and optimized EMC Clariion, VNX, VMAX Arrays
- Helped implement and deploy GridIron
- Led migration from JBOD's to EMC DataDomain for backup and recovery
- Configured TrueNAS Appliance for usage with Citrix XenApp environment
- Supported EMC RecoveryPoint Appliance
- Participated in 24/7 on-call rotation

### Helpdesk Administrator, San Bruno, CA

2010 - 2012

- Provided hardware and software support to over 800 global users
- Prepared and trained all new helpdesk employees
- Supported ShoreTel phone systems for all users
- Supported Blackberry Enterprise Server for all blackberry users
- Initiated and lead Dell Kace 1100 and 2100 rollout to thousands of computers for software, inventory, and patching
- Lead and administered company wide PGP encryption rollout
- Helped roll out and administer Bit9

# PROJECTS

---

## Observability Initiative

2020 - Current

- Worked cross-functionally to implement and test Datadog Real User Monitoring (RUM) to give management customer insight
- Added Golang tracing to lambda's in order to create observability and better help trace issues within the code
- Configured and implemented Datadog Application Performance Monitoring (APM) in the various application services using Terraform
- Set up alerts to create visibility into potential issues based on insights provided by APM and RUM
- Created production dashboards which provided engineers and management one stop observability into the platform

## SOC 2 Audit

2019 - 2020

- Updated and maintained infrastructure to sustain SOC 2 certification
- Helped translate SOC 2 controls into a DevOps friendly language
- Collected evidence both manually and using the product's automated platform across IaaS and SaaS solution
- Defended collected evidence against auditors to successfully acquire SOC 2 certification
- Remediated gaps in controls in order to meet and keep SOC 2 certification

## Chef Implementation and Optimization

2017 - 2019

- Re-wrote multiple deployment shell scripts to Opsworks ruby to automate AWS instance deployment
- Wrote modular recipes (DRY) in order to re-use code
- Set up application deployment to utilize Opsworks features including code pipeline
- Created and updated Amazon Machine Images (AMI) for faster Opsworks deployments
- Deployed time and load based instance to suit traffic patterns and save on instance costs
- Used CI/CD to deploy multiple applications and sites using CircleCI with blue green deployments with zero downtime
- Updated and optimized Opsworks recipes

## Puppet Implementation

2017 - 2019

- Set up local Puppet master and Puppet infrastructure
- Wrote all Puppet modules to automate, standardize, and deploy across internal hosts running Linux, Unix, and Windows
- Wrote modular modules (DRY) in order to re-use code
- Trained co-workers on proper Puppet usage
- Wrote puppet documentation for puppet master setup and recipe usage
- Used r40k to simplify deployments from Github to Puppet Master
- Completed in-person Puppet training from Puppet Labs

## Zabbix Implementation

2014 - 2017

- Set up Zabbix appliance
- Installed Zabbix agents on all local hosts running Linux, Unix, and Windows
- Tuned alerts to notify on useful and critical information
- Set up alerts for custom use cases
- Utilized data to show executives uptime on internal services

# EDUCATION

---

## University of Illinois at Chicago

2006 - 2009

Bachelor of Science Business Management  
Minor in Information and Decision Sciences (IT), focus on Management Information Systems  
Graduated Cum Laude with High Departmental Distinction