Jacob Miller

Platform Engineer

ABOUT ME

Creative, detail-oriented, software engineer with a deep interest in automation and DevOps projects. Proven track record of creating and implementing successful front and back-end web applications using AWS and Azure cloud services. Self-motivated to learn new systems, languages, and tools. Looking to bring my skills to a technology company with global reach.

WORK EXPERIENCE

DevOps Engineer II at Sharpen Technologies | Indianapolis, IN

April 2021 — Present

Responsible for the management and administration of all cloud related infrastructure and deployment enabling the end user applications. This includes performing coordinated releases for new software features, system/application vulnerability assessments, risk assessment reviews, and security application administration (anti-virus, intrusion detection, data loss prevention, monitoring.)

- Lead migration of a single monolith service to AWS microservices (70% faster deployments).
- Built end to end CI/CD pipelines; reduced release cycle from monthly to weekly.
- Led the onboarding and development of four junior engineers.
- Streamlined firewall policy lifecycle management, reducing configuration drift.
- Performing or coordinating penetration tests and vulnerability scans.
- Systems administration tasks (deployment, patching, configuration, and scanning).
- Investigating and acting on security incidents.
- Assists senior management with breach determination and notification processes under HIPAA, PCI, ISO 27001.

Senior Cloud Engineer, Cloud Operations at Genesys | Indianapolis, IN

August 2015 — October 2020

We ensured the success amongst all CaaS (Communication As-A-Service) customer deployments and served as the technical, go-to resource for the CaaS and Professional Services project teams. We were responsible for delivering Genesys Cloud solutions for large customers, strategic accounts, and/or Partners. These tasks can involve the PureConnect Cloud product suite, but an overall implementation involves issues that span the breadth of IT; it may touch on hardware, virtualized hardware, operating systems, software, telephony, or network.

- Designed hybrid Azure on prem solution (99.9% uptime).
- Automated IaC templates with PowerShell & Jenkins.
- Reduced operational costs by 35% across 12+ client deployments.
- Deploy Cloud environments for our customers utilizing a combination of Virtual Machines in Hyper-V and Physical machines.
- Providing infrastructure support during the customer configuration phase of the project
- Work service requests and incidents utilizing workflows designed in ServiceNow
- Utilize Agile methodologies and cross department engagement to deliver new services and experiences to our customers.
- Performing routine product upgrades to enable the latest features

CONTACT

(317) 345-2996

MillerCloudops.dev

Jacob@Millercloudops.dev

linkedin.com/in/jdevops

Certifications

AWS Cloud Practitioner

Azure Fundamentals

CompTIA A+

ITIL Foundations

SKILLS

Amazon Web Services

Azure Cloud Services

HTML, CSS

JavaScript, Node

React Native

MySQL, PostgreSQL

Web Accessibility

SIP/VOIP

Docker, Containers

Ansible, Terraform

ServiceNow Admin

Jenkins

EDUCATION

IUPUI Indianapolis

2012 – 2014
Major: Business Admin

Ben Davis High School Indianapolis, IN
Core 40 Diploma

May 2008

Systems Support Engineer (Client Team), Cloud Operations
at Genesys/Interactive Intelligence | Indianapolis, IN

January 2014 — August 2015

We were the direct point of technical contact to provide high quality Software and Hardware support for Interactive Intelligence (ININ) solutions to engineers from our customer community.

- Resolved 1000+ high-severity incidents (99.8% SLA).
- Authored global knowledge base articles.
- Trained new support engineers.
- Be the direct point of technical contact to provide high quality Software and Hardware support for Interactive Intelligence (ININ) solutions.
- Participate in onsite/remote professional and field support services activities as required.
- Be part of Automatic Call Distribution (ACD) queue to work and resolve level 2 and higher issues.
- Produce technical documentation detailing how features are deployed new and existing.
- Trained new support engineers on applications, processes, and techniques for quality customer support.