

Robert Jones

Everett, WA 98208

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Repeated success delivering elegant technical solutions

Dynamic, exceptionally dedicated IT engineer with expertise in application deployment, performance monitoring, and multitasking. Over 12 years of hands-on experience. Proven ability to design and optimize Windows and Linux environments. Excels in cross-functional collaboration. Personable and engaging with the communication skills needed to build consensus on critical initiatives.

*Project Management / Security / Upgrades
Scripting / Infrastructure Builds / Customer Service / Team Leadership*

PROFESSIONAL EXPERIENCE

Operations Engineer II, Networking & Infrastructure (2015 – 2020) TableSafe, Kirkland, WA

Technical Scope: VMware, Cisco, PFSense, F5, Windows, Linux, Skype for Business, ELK, AWS, CloudFront
Designed, optimized, and monitored Windows and Linux environments to enhance office and production activities for growing startup. Supported rapid growth and POS development requirements through effective deployment of servers and infrastructure. Researched and selected software and systems to enhance performance.

Key Achievements:

- Designed, built, and implemented a scalable Barracuda Web Application Firewall to enhance security of customer-facing services in AWS.
- Leveraged terraform to deploy three new VPCs with network-related supporting services to serve as an additional backup production environment. Then, began backporting all other VPCs/services to leverage terraform.
- Built several Ubuntu Linux images for deployments.
- Deployed HA pair of containerized haproxy servers to serve as an additional load balancer to not overwhelm the F5 VE due to a licensing/bandwidth bug.
- Provided storage for backup infrastructure at the co-location through build and deployment of a new NAS system.
- Coordinated upgrades and maintenance appointments with Comcast and Centurylink.

IS Coordinator (2013 – 2015) PRO Sports Club, Bellevue, WA

Technical Scope: Windows, VMware, Network Engineering, Cisco, Nimble SAN, Fortinet Firewalls, Aruba wireless

Ensured compliance with HIPAA and PCI DSS through selection and implementation of infrastructure, system, and network security measures. Coached and led help desk team in the provision of superior customer service to employees and members. Coordinated server hardware and software installs. Recommended changes to improve systems and network configurations.

Key Achievements:

- Reduced response time to down systems by 80% through implementation of a monitoring system.
- Created and rolled out standard Active Directory Password policy for the entire company.

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Robert Jones

Page Two

- Implemented WDS server for deploying Windows 7, 8, 8.1, and Server 2008 R2 images.
- Instituted delegated permissions in Active Directory to enhance new user creation by the HR department.

Service Engineer (Microsoft Assignment) (2012 – 2013) CompuCom Systems Inc., Redmond, WA
Technical Scope: IIS, SQL, Hyper-V, File Shares, PowerShell, F5 and NLBS load balancing, Windows Server 2003-2008

Supported end users via telephone, written correspondence, and electronic media. Coached, mentored, and trained junior engineers. Served as point of escalation in 24x7 on call/on-site environment of 1,600 web and SQL servers.

Key Achievements:

- Performed monthly bulk patching to maintain server performance and reliability.

Associate System Administrator (2007 – 2012) Nintendo of America, Redmond, WA
Technical Scope: SharePoint, Cisco IP, MS Outlook

Provided assistance and support to all internal user technical and support needs and ensured all requests were acted upon from initial contact to completion. Supported all levels of the organization from Executives and Directors down to warehouse and call center personnel.

Key Achievements:

- Volunteered to lead teams for major IT projects including technical services move, company-wide Cisco IP phone hardware upgrade, Corporate Headquarter relocation, and call center setup and maintenance.
- Created training documentation, department policies, and procedures to development and maintain SharePoint library.
- Steered all technical support at the remote office location.

TECHNICAL PROFICIENCIES

Tools: Terraform, Ansible, AWS, GCP, Ubuntu, FreeBSD, OpenBSD, CENtos, OSTicket, FWBuilder, pfSense, Vmware, ESXi, Vsphere, Virtualbox, Cisco ASDM, Cisco ASA, Github, Gitlab, AWS cli, SSL VPN, IPSEC VPN, PKI Certificate Management, KeyCloak, Slack, MatterMost, Rocket.Chat, LastPass, Ntopng, Wireshark, Team Foundation Server, Jira, Confluence, Federation, MFA, OpenVPN, Fortigate, FortiOS, Scrollout F1, Bareos/Bacula, Microsoft Exchange 2010, 2013, 2016, Icinga/Nagios, Netgear switches, Aruba, ArubaOS, Ubiquity, Unifi, Alienvault USM, Alienvault SIEM, Docker, HAProxy, RabbitMQ, Graylog, Couchbase, Node.js, Python