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Website: <https://jeffkloy.me>LinkedIn: <https://www.linkedin.com/in/jeffkloy>GitHub: <https://github.com/jeffkloy>, <https://github.com/rv-jkloythanomsup>, <https://github.com/upside-jeffk>, <https://github.com/xteam-jeffk>**PROFESSIONAL EXPERIENCE****Rcktshp** - Remote - Mar 2020 to Present***Chief Technology Officer***

I am helping to launch a web development and digital marketing agency with a focus on serving organizations with social impact goals. I serve as the core decision maker and implementation specialist for technology-related practices. From software development to cloud infrastructure, my goals are to ensure the company progresses forward and fast. As I am currently in this role, there is not much information I can provide at this time.

**X-Team** - Remote - Dec 2019 to Present***Senior DevOps Engineer***

I work remotely with major businesses around the globe; navigating with them through transformations with their websites and applications as part of an embedded team of software developers and designers. As a DevOps Engineer, I provide the guidance and technological know-how to improve deployment pipelines and cloud infrastructure. As I am currently in this role, there is not much information I can provide at this time.

**Upside Business Travel** - Washington, DC, USA - Jul 2019 to Oct 2019***Senior Site Reliability Engineer***

I work with bleeding-edge technology; using Docker on Kubernetes to deploy 200+ microservices across multiple environments. I build and maintain a global cloud infrastructure on AWS to support a growing target market, and use Terraform and immutability best-practices to build upon a highly-available and resilient infrastructure. Additionally, I work with Data Science and Data Engineering teams to build out data pipeline automation and build out system health monitoring across the organization.

- Scripted automation of security tools (e.g. Sentry) into 300+ GitHub repositories
- Assisted with migration from Kops to Amazon EKS for 200+ microservices
- Integrated monitoring & logging into Kubernetes and Istio ingress gateway

**Red Ventures** - Pasadena, CA, USA - Jun 2018 to May 2019***Cloud Engineer, then Platform Engineer***

I help architect, deploy and operate cloud application infrastructure with a heavy focus on Amazon Web Services (AWS). In this role, I have a big impact on driving the performance, resiliency, monitoring, scaling and security of the Red Ventures (RV) platform and also play a role in integrating infrastructure with others as a result of recent M&A activity. I utilize both my engineering and systems administration skills in this position to build automation and tooling that helps RV manage a growing footprint of cloud-based web applications.

- Build networking, almost-serverless compute, and storage infrastructure for new Bankrate and The Points Guy web & mobile applications using multi-account Terraform and AWS

Lambda (Python), for services such as: ECS Fargate, RDS, MQ, S3, CloudFront, MSK, and DocumentDB

- Support Platform Engineering, Data Platform, and Cloud Engineering teams in Los Angeles, Charlotte, and Detroit offices with various AWS and cloud infrastructure requests
- Create and automate CI/CD pipelines that use GitHub, Travis CI, CircleCI, and Shield (in-house) to deploy Java and Go applications into Docker containers hosted on ECR and Fargate
- Attended HashiConf, KubeCon, and ScaLE conferences to further own education regarding HashiCorp products and the Kubernetes ecosystem

**Onica (formerly CorpInfo) - Santa Monica, CA, USA - Mar 2016 to Mar 2018**

***Lead Cloud Support Engineer***

I lead the Cloud Support Engineering team as part of the Managed Services Provider department as the first MSP hire. I am responsible for Amazon Web Services administration and deployment, as well as ensuring that my team & I provide the highest level of support that our clients are deserving of. Additionally, I assist with various internal projects for the company.

- Lead a core team of 6 Cloud Support Engineers, as well as a remote team of 4 in India
- Provide a level 3 escalation point for Amazon Web Services, Linux, and Windows Server issues for both the Managed Services team and the company
- Manage over 2,000 application & database instances that run on Elastic Compute Cloud (EC2), Elastic Beanstalk, RDS, and OpsWorks
- Utilize a plethora of SaaS offerings, including Cloudberry, Pulseway, and Freshservice to ensure high-quality systems management and ensuring SLAs are met
- Migrate physical & virtualized servers into the cloud using CloudEndure and AWS' offerings
- Write and deliver infrastructure-as-code for various capacities of deployments using AWS CloudFormation
- Test and deploy production-level web application code for the Marketing department, using WordPress, MySQL, and Varnish

**Town & Country Event Rentals - Los Angeles, CA, USA - Jul 2015 to Mar 2016**

***Network Administrator***

Served as an independent contractor working alongside the company's IT department to provide server & network maintenance, upgrades, and configuration. In contact with the Special Projects Manager, independently actualize various higher-risk projects as headquarters and branches scale upwards with business growth.

- Provide support for Windows Server 2008 R2, Active Directory, and hosted Exchange
- Implement desktop management solution using SCCM and Group Policy
- Upgrade multiple branch network from SonicWALL to Ubiquiti, Cisco, and HP
- Use configuration management (Ansible) to deploy Linux-based infrastructure monitoring and remote assistance applications, such as Nagios and ScreenConnect
- Process backups for corporate data, server applications, and virtual machines

**QuadraNet - Los Angeles, CA, USA - Jun 2014 to Jul 2015**

***Systems Administrator (Linux)***

Responsible for overseeing server maintenance, upgrades, configurations, and other administration tasks. Serving as the second tier of support for colocation and unmanaged dedicated servers, and the first tier of support for managed dedicated servers.

- Maintain systems for 10,000+ servers for 6,000+ clients
- Provision and configure OSs and hypervisors (Linux/BSD, Windows Server, XenServer) to clients' specifications
- Configure and administer web servers, email servers, WHM/CPanel, and LAMP/LEMP stacks
- Assist in hard drive and RAID backup and recovery
- Assign and rotate IPv4/IPv6 address pools along with mitigating DDoS attacks

**A1 Event & Party Rental** - Covina, CA, USA - Oct 2013 to May 2014  
**System Administrator** (Windows)

Deploying and maintaining desktop software & hardware, management of network infrastructure, and supporting employees through system monitoring, remote assistance & a hands-on approach, and working alongside IT team and Director of IT & Marketing with a variety of ad-hoc projects.

- Managing an office network of 4 in-house servers, 2 remote web servers, 30 Windows nodes and 20 peripheral devices through automated monitoring, support ticket resolution (levels I, II, and III), and delegation of tasks across IT team
- Transforming an outdated business network into a modern secure intranet using Active Directory authentication, providing remote access using PPTP and OpenVPN encryption protocols, and advancing mobile device management policies
- Deploying various production and sandbox servers running on Windows Server 2008/2012/2012 R2, FreeNAS, Debian, and continuing to provide management and administration
- Moving corporate email into the cloud with Exchange Online to decrease operational costs, allow for remote accessibility, and reducing maintenance
- Migrating and assisting in redesigning multiple company websites to: forge a better sales funnel through modern UX practices; speeding up page serve times using CloudFlare, CloudFront, Memcached, and Varnish; increasing SEO visibility and scalability for demand; and training end-users how to operate the back-end

**Technology Forefront** – Diamond Bar, CA, USA - Jan 2007 to Mar 2010  
**Web & Application Services Consultant**

Interacted with Lead Consultant in IT projects to maintain office workstations & servers as part of solutions for small businesses.

- Respond to level I & II support tickets using Zendesk and recording tasks using Clocking IT
- Install and configure desktop & server environments on Windows XP/7/Server 2003/Server 2008, Mac OS X, and Ubuntu Linux
- Connected LAN networks using physical wiring and configuration of multi-floor Ethernet network using TCP/IP routing
- Multisite (touchscreen workstation and Windows embedded tablet) cross-platform distribution of Aldelo point-of-sale systems
- Enhanced clients' security monitoring needs with CCTV setup for restaurants

**CERTIFICATIONS**

- CompTIA A+ Certification, June 2014: 9W8QWSBJ4CV411YZ
- Linux Foundation Certified System Administrator, February 2015: LFCS-1500-0203-0100
- AWS Certified Solutions Architect – Associate, May 2016: AWS-ASA-16566

- AWS Certified SysOps Administrator – Associate, June 2016: AWS-ASOA-3683
- AWS Certified Developer – Associate, October 2016: AWS-ADEV-5748
- AWS Certified DevOps Engineer – Professional, October 2017: 1NDQYB12CNQ1Q6GE
- AWS Certified Solutions Architect – Professional, November 2017: AWS00191259