

# Jeremy Elam

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## Senior DevOps Engineer / Cloud Tech Lead

*Cloud ~ Automation ~ Infrastructure ~ Project Management*

Highly motivated and success-driven DevOps Engineer offering 15+ years of experience within high-growth and dynamic enterprise environments. A creative innovator and an exceptional problem solver with a passion for helping clients succeed. Proven success leading strategic initiatives while managing multiple projects simultaneously from the cradle to grave. Holds a reputation as a consensus-building, decisive leader.

### Key Skills & Technical Expertise

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|--|---|
| ✓ Business Process Improvement                 | ✓ Creative Problem Solving              |
| ✓ Process Redesign & Simplification            | ✓ IT Infrastructure Management          |
| ✓ Workflow Planning & Prioritization           | ✓ Continuous Process Improvements       |
| ✓ Technical Writing & Communications           | ✓ Problem Identification & Resolution   |
| ✓ Integrating Technology & Business Objectives | ✓ Efficiency & Productivity Improvement |

5+ years' experience with DevOps | 10+ years' experience Windows Server 2003 - 2022.

10 years' experience with switches, routers, firewalls | 20 years' experience Linux RedHat, CentOS, Ubuntu.

### Professional Certifications

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| • AWS Certified Developer - Associate            | • AWS Certified Solutions Architect - Professional |
| • AWS Certified Solutions Architect - Associate  | • AWS Certified DevOps Engineer - Professional     |
| • AWS Certified SysOps Administrator - Associate | • AWS Certified Security - Specialty               |
| • Certified Kubernetes Administrator (CKA)       | • HashiCorp Certified: Terraform Associate         |

### Professional Experience

#### Blue Sentry Cloud - Remote

July 2022 - Present

##### Senior Devops Engineer

Hired as part of a team that helped a very large financial client modernize their development and deployments through IaC and automated deployments.

- Performed application assessments for dozens of applications to gauge their cloud readiness and if they were up to standard.
- Deployed 40+ applications using Terraform for IaC and Jenkins to deploy the application using CI/CD pipelines.
- Ensured logs were ingested to DataDog and archived to S3 for long term storage.
- Helped rearchitect applications to be more cloud native and highly available.

#### uLab Systems - Memphis, TN

December 2021 - July 2022

##### Senior Devops Engineer/Cloud Tech Lead

Brought on board to bring the Devops mindset to the company through automation, IaC, and GitOPS.

- Designed new cloud infrastructure, splitting the Dev/QA/Production environments into separate AWS accounts for security and segregation.
- Wrote multiple Terraform modules to deploy new infrastructure. Used Terragrunt and GitOPS (PR and pushes to plan and build).

- Deployed HA version of HashiCorp Vault for secret management to all new containerized applications
- Architected infrastructure to run in AWS ECS Fargate, with scaling, auto healing and metrics into DataDog.
- Implemented Okta for SSO/MFA to ease onboarding/offboarding. Rolled out to over 250 users with multiple applications including O365, AWS, Zoom, Paylocity, DataDog, Salesforce and many more.
- Deployed Ansible AWX and wrote several playbooks to help with commonly repeated tasks.
- Modernized Git strategy with GitHub Actions for builds and deploys based on approved PRs and merges.
- Resolved over 200 security issues revealed by a network vulnerability assessment on legacy infrastructure. Mostly by reworking security groups or VPC NACLs
- Setup a shared services AWS account for tools like AWX and HashiCorp Vault to live in, networked together using AWS Transit Gateways.
- Replaced slow insecure VPN solution with zScaler using Okta as the authentication method.

**The Walt Disney Company - Remote  
Cloud Systems Engineer**

May 2021 - December 2021

Hired to be part of the DSE team assisting in automation and IaC.

- Daily responsibilities included peer review code for terraform deployments.
- Deploying new applications with terraform.
- Writing automation in Ansible to solve daily tasks.
- Helped automate and deploy new Disney Cruise booking system.
- Wrote Terraform to deploy the infrastructure.
- Wrote Ansible, PowerShell, and/or BASH as needed to configure the machines
- Wrote documentation around the process for future builds.

Responsible for AWS and cruise ship Kubernetes (Rancher/RKE) deployments using helm and ansible. Wrote and maintained pipelines in GitHub, GitLab, and Azure DevOps.

**Terminix - Memphis, TN**

Dec 2019 - May 2021

**DevOps Engineer**

Hired as a vital part of a 12-member release engineering team. Tasked with designing, troubleshooting, and adding new functionality to Ansible playbooks, managing Ansible Tower, and leading AWX implementations. Accountable for coordinating, planning, and testing a move from Jenkins to Azure DevOps.

- In charge of securing the company's PCI (credit card) processing servers and access through HashiCorp Vault using short-lived certificates.
- Helped implement Okta for SSO/SAML login to most of our applications.
- Implemented logging to Splunk for security and syslog analysis.
- Helped implement Veracode into our CI/CD pipelines.
- Helped develop our Infrastructure as Code design and pipelines using Terraform.
- Facilitates firewall changes, cleaning up rules, and automating with Ansible; assists with firewall upgrades with zero downtime.
- Oversees multiple cloud accounts in AWS using Ansible, terraform, and Cloud formations; manages VPC/EC2/ECS/S3 infrastructure.
- Setup RHEL and CentOS8 templates and Ansible playbooks to deploy and harden them.
- Leverages a HashiCorp vault for secret/SSH and API key management for Ansible and applications.
- Develop a firewall standard for policies, objects and RBAC.

**RENASANT BANK - Tupelo, MS  
Systems Administrator II / DevOps Engineer**

Oct 2018 - Dec 2019

Brought on board to help drive the bank's efforts to become more automated. Accountable for an Active Directory environment that included 3000+ users across 200 bank branches. Conceptualized, developed, and rolled out a PowerShell module that would create Active Directory infrastructure for all new branches.

- Planned and executed an upgrade of a VMware environment from 6.0 to 6.7 with zero downtime.
- Helped move in house development to Azure DevOps with pipelines leveraging CI/CD for automated deployments.
- Helped standardize SDLC from waterfall to an agile CI/CD approach using git and automated testing and pipelines.
- Wrote several PowerShell modules to simplify complex tasks; leveraged PowerShell and PowerCLI to migrate 150+ VDIs from Citrix 7.6 to 7.15.
- Led the development team in setting up Azure DevOps for code commits and pipelines into the bank's current environment; managed and maintained Azure AD and Azure automation runbooks.
- Setup automated server builds from ServiceNow forms using Ansible and Ansible Tower; data was passed via API to Tower to create machines.

**THE PEOPLE'S BANK** – Ripley, MS

Feb 2014 – Sept 2018

**Network Administrator**

Charged with the day-to-day management of the bank's network infrastructure across eight local branches and included 100+ users. Spearheaded a comprehensive initiative to update all the bank's technology, systems, and procedures. Purchased, configured, and installed new Dell servers; rolled out VMware, Active Directory, and MS Office 365 company-wide.

- Designed and deployed a ShoreTel PBX with 90 phones across a VPN, replacing an aged Nortel system.
- Setup SSO remote SSL VPN connections via Active Directory for vendors and IT staff; maintained detailed documentation of all existing network infrastructure and services.
- Analyzed GFI Event Log Manager and FortiAnalyzer daily logs for threats and potential issues.
- Wrote PowerShell scripts to solve common problems and for creating or deleting user profiles.
- Setup SSO from Active Directory to FortiGate and an Active Directory group-based web and content filtering functionality for more granular filtering.
- Deployed FortiGate firewalls with IPsec VPN to branches for site-to-site connectivity, replacing the old end of life devices.

**DIXIE-NET, ISP** – Ripley, MS

Oct 2006 – Feb 2014

**Systems Administrator** (Nov 2011 – Feb 2014)

Promoted to oversee and manage the company's end-to-end network that included ten 2003 Windows servers running Active Directory, IIS, MySQL, DHCP, and DNS addressing, file server shares, and print servers. Accountable for all firewalls and network security to protect customer's data and maintain PCI compliance.

- Maintained multiple firewalls for a variety of business customers that included Adtran, pfSense, iptables, MikroTik, SonicWall, and Ubiquiti.
- Administered 20+ Unix servers running Apache, FTP, MySQL, DNS, OpenVPN, virtualization (Xen and OpenVZ), Asterisk VoIP, Sendmail, Courier, and Postfix mail servers.
- Managed and maintained a Cisco 7200 backbone router, 3Com, Brocade, and Cisco LS/L3 switches.
- Served as primary contact for customer escalations; helped develop technical documentation to encourage and foster team member individual skill advancement.

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**Education**

ITT Technical Institute - Cordova, TN  
Associates of Applied Science Degree (AAS), IT - Computer Network Systems