Jason M. Paul

Computer technology specialist with over 20 years experience in the I.T. and telecommunications industry. Skilled in system administration, cloud systems, computer networking, databases, virtualization, and containerization.

Cell: 519-781-8196

jasonpa@gmail.com

linkedin.com/in/jason-paul-it

github.com/linuxtek-canada

www.linuxtek.ca

Skills

- Applied Site Reliability Engineering and DevOps experience.
- Accomplished troubleshooting and problem management skills.
- Typing speed over 100 wpm.
- Active blogger on www.linuxtek.ca.

- Main tech stack: AWS, Ansible, Bash, Docker, Github, Grafana, Jenkins, Packer, Postgres, Python, Terraform.
- AWS Community Builder member.
- Passionate about Linux, DevOps, networking, and cloud systems.

Employment Experience

Cisco - Waterloo, ON

August 2022 – Present
Senior Cloud Infrastructure Engineer (Cloud Developer)

- Providing development and operational support for an internal container orchestration platform running internal product workloads on both bare metal in hosted data centres as well as AWS.
- Reducing toil by eliminating manual repetitive tasks using Python, Bash, Terraform and Ansible.
- Introduced a Python script to work around an issue that our team was being paged for multiple times per day by scanning log files for patterns and automating a service restart where needed.
- Started internal AWS Certification and Training initiatives, presented on available resources to internal Cisco stakeholders and employees.

OpenText - Waterloo, ON

October 2021 – August 2022
Lead Cloud Systems Administrator

- Automated software and infrastructure updates to AWS using Ansible and Terraform.
- Built and deployed Docker containers to add security tools for visibility and compliance.
- Authored security integration automation tools using Terraform, which are used by multiple teams.
- Updated Python code and deployment instructions for serverless functions running on AWS Lambda.
- Automated monthly reports using AWS EventBridge, deployed and updated using Terraform.

March 2020 – October 2021
Senior Technical Support Specialist

- Assisted Cloud Production Support team from Sept 2020 - Jan 2021, managing customer environments hosted on OpenText Cloud, and Google Cloud Platform.
- Performed system administration for hosted customer environments, responded to automated alerts, and coordinated with internal teams to manage software upgrades during change windows.

- Supported multiple products such as OpenText Content Server and OpenText Directory Services.
- Member of select team authorised to perform analysis of product SQL database states, to correct issues that would cause upgrade failure. Provided analysis and corrective steps, including required SQL statements to adjust tables and data.
- Published Champion Toolkit case study with detailed steps for deploying Content Server 21.2 CE on Red Hat Enterprise Linux virtual machines using Google Cloud Platform.

Fibernetics - Cambridge, ON

June 2018 - March 2020

Technical Solutions Specialist: April 2019 - March 2020

- Led initiatives to deploy new products and features related to Wi-Fi offerings, Voice over IP (VOIP) solutions, and network technologies as a member of the Product Management Team.
- Provided technical assistance to sales representatives as a Sales Engineer, designing network system architectures to integrate VOIP technology into customer environments.
- Designed Wi-Fi networks for customer sites to ensure optimal network coverage and stability.

Product and Development Support Specialist: June 2018 - April 2019

- Configured Cisco routers and switches for customer deployments.
- Performed advanced troubleshooting and configuration for NEWT VOIP PBX based on Asterisk.
- Developed and delivered onboarding, web based, and live training on new products and technologies to members of the Technical Support team.

Cineplex Digital Media - Waterloo, ON

July 2016 - November 2017

Various Roles, Technical Support Analyst III

- Maintained hundreds of Linux CentOS servers and endpoint media engines used for digital menu board content distribution. Deployed updates using Ansible and Python scripts.
- Addressed network bandwidth issues affecting 700+ endpoint machines using load balancing.
- Created Bash and Powershell scripts to diagnose and update endpoint machines.
- Wrote and deployed Bash shell scripts for tracking network outages and gathering data to verify root cause on digital menu board engines.

BlackBerry / Research In Motion - Waterloo, ON

May 2004 - October 2013

Various Roles, Principal Analyst, BlackBerry Technical Support

- Took technical lead on critical customer issues requiring developer and senior account management engagement, or on-site presence.
- Provided Tier 3 support for escalated customer issues requiring in-depth log review or code analysis.
- Tested and deployed new versions of Android and iOS BlackBerry software.
- Mentored and trained Technical Support Staff from an intermediate to senior level.
- Wrote, planned, and delivered training materials and exams for BlackBerry Certification Program.
- Managed technical labs, training sessions, and open discussions at conferences.
- Provided support after core business hours for critical issues as part of an On-Call rotation.

Education and Certifications

- HashiCorp Certified: Terraform Associate (002)
- Conestoga College - Completed COMP1027 and COMP1044 courses for CCNA prep.
- Mohawk College - Diploma, Computer Systems Technician, Network Systems (Honours).