

Jason M. Paul

Cloud Infrastructure Engineer. Content Creator on www.linuxtek.ca. AWS Community Builder. Passionate about sharing knowledge on Cloud, DevOps, Linux, and Networking. Dedicated to helping others learn and grow.

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Skills

- Applied Site Reliability Engineering and DevOps experience.
- AWS Community Builder.
- Authoring technical articles on linuxtek.ca.
- Main tech stack: AWS, Ansible, Bash, Docker, Github, Jenkins, Kubernetes, Packer, Python, Terraform.
- Enjoys writing documentation, public speaking, and delivering training.

Employment Experience

Cisco - Waterloo, ON

August 2022 – March 2024

Senior Cloud Infrastructure Engineer (Cloud Developer)

- Developed and implemented network features and improvements for Kubernetes Platform-as-a-Service in edge datacenters and AWS, used by Cisco Security products.
- Provided development and operational support for internal customers. Helped troubleshoot deployment issues, onboarded new tenants, managed outage response, wrote documentation.
- Reduced toil by eliminating manual repetitive tasks triggering on-call engagement for remediation. Eliminated 5-10 on-call engagements per week, resulting in significant cost savings.
- Created internal AWS Certification and Training initiatives, presented on available resources to internal Cisco stakeholders and employees. Grew training space to over 1800 members.

OpenText - Waterloo, ON

October 2021 – August 2022

Lead Cloud Systems Administrator

- Developed and deployed updates to SaaS applications on AWS using Ansible and Terraform.
- Hardened application Docker containers running on ECS to add security tools for compliance.
- Authored and deployed security integration modules using Terraform, 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

- From Sept 2020 - Jan 2021, as part of the Cloud Production Support Team, managed 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.

- Performed analysis of product SQL database states to correct issues that would cause upgrade failures. Provided SQL statements required to adjust tables and data for successful upgrade.
- 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

- 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

- AWS Certified Solutions Architect (SAA-03), AWS Certified Cloud Practitioner
- HashiCorp Certified: Terraform Associate (002)
- Conestoga College - Completed COMP1027 and COMP1044 courses for CCNA prep.
- Mohawk College - Diploma, Computer Systems Technician, Network Systems (Honours).