

Robert Jackson

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Certifications

Kubernetes

- Certified Kubernetes Administrator (CKA)

AWS

- AWS Certified Solutions Architect - Professional
- AWS Certified DevOps Engineer - Professional
- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Certified SysOps Administrator - Associate

General

- Security+

Professional Experience

BackBox - Sr. DevOps Solutions Architect - 2023 to present

- Led the effort to obtain BackBox's first SOC2 certification
- Designed the AI security strategy, evaluating vendor terms of use, SOC2 compliance, data security and privacy policies to ensure organizational fit
- Architected a Vulnerability Intelligence Relay service to build a Data Lake for CVE information, enabling centralized vulnerability tracking and analysis
- Designed and implemented an AI Agent Swarm using AWS Bedrock that parses CVE data and produces standardized, structured output with enhanced remediation guidance
- Integrated Retrieval-Augmented Generation (RAG) patterns into the agent architecture for context-aware vulnerability analysis
- Developed a Grader AI (Sentinel) agent for the CVE remediation stack to evaluate and score remediation quality and completeness
- Built a proof-of-concept for embedding models to enable AI-powered command search within the BackBox application
- Designed the Infrastructure as Code (IaC) strategy
- Create Infrastructure as Code modules from scratch
- Wrote and containerized Python microservices using FastAPI and AWS services like AWS Bedrock
- Stood up BackBox's first Kubernetes clusters
- Designed CI/CD pipelines from scratch following a DRY modular pattern
- Designed platform automation and an API abstraction to stand up isolated ephemeral sandboxes for customer trials, QA testing, and SaaS offerings
- Coordinated with marketing on customer sandbox trials
- Oversaw the migration from Terraform to OpenTofu

PDI Technologies - Site Reliability Engineering Manager - 2022 to 2023

- Led team during Koupon's acquisition by PDI, ensuring team members have necessary resources
- Represented team members and addressed concerns, implementing Servant Leadership principles
- Championed quality of life improvements and improved team morale through proper work allocation, pair programming, and listening to individual needs
- Led regular SCRUM meetings (Morning Standups, Backlog Refinements, Retrospectives)
- Facilitated 1-on-1 conversations with team members and other leaders to align with customer needs
- Advocated for important work initiatives to senior leadership, such as addressing tech debt and other Non-Functional Requirements
- Ensured delivery of critical business items, including releases, application uptime, and overall stability
- Consulted with multiple engineering teams across the organization on action items to modernize various

app stacks

- Procured various tooling for team needs (DataDog, Udemy, misc. software licenses, etc.)
- Reduced cloud spending by ~\$36.7k per month through various optimization strategies
- Oversaw infrastructure accounting for 25% of total revenue with only 5% of the organizations total cloud spending

Koupon - Site Reliability Engineering Manager - 2021 to 2022

- Led the effort to obtain Koupon's first SOC2 certification
- Created a Status Page for internal and external stakeholders
- Collaborated with Dev, QA, Security, and Data teams to identify workflow bottlenecks using Value Stream Mapping and other methods
- Containerized legacy monitoring scripts and implemented security scanning initiatives for Docker containers, Kubernetes, and cloud provider
- Established CI/CD tooling in Kubernetes, wrote Helm charts for business needs, and introduced team to Infrastructure as Code orchestration with custom Terraform modules and Terragrunt
- Transitioned team to Helm orchestration with Helmfile and from IAM users with access keys to IAM role authentication using IRSA (replacing KIAM) and Cross-Account Roles

Dell - DevOps Solutions Architect - 2018 to 2021

- Served as Team Lead for Dell's Insights Platform SRE team, driving success and performance in a DevOps environment
- Developed cloud-agnostic solutions using Kubernetes, Helm, and Infrastructure as Code with Terraform and CloudFormation
- Integrated SecOps patterns, such as container scanning with Trivy, into CI pipelines for enhanced security and compliance
- Guided numerous teams to adopt DevOps patterns using strategies from DevOps literature and industry-leading technologies
- Implemented ChatOps integrations for development teams, automating communication and collaboration
- Authored CI/CD pipelines for microservices, handling code compilation, artifact pushing, and version tagging
- Conducted cost analyses and provided optimization recommendations, resulting in significant savings
- Enhanced infrastructure stability through monitoring, anomaly detection, and service hotfix implementation

Alkami - Site Reliability Engineer - 2017 to 2018

- Facilitated private cloud migrations from ARMOR Gen3 to ARMOR Gen4
- Developed a custom CLI tool utilizing the ARMOR API, implemented in Python
- Authored Ansible automation playbooks for Windows Server to deploy banking applications across multiple cloud platforms
- Regularly deployed custom .NET applications to Windows Server Core
- Designed and maintained Chocolatey deployment packages for internal use
- Established a continuous delivery pipeline using Team City and Ansible
- Set up an AWS Lambda deployment pipeline with an Amazon Linux Docker image and Terraform
- Integrated webhooks to notify Slack channels of changes in JIRA (prior to the official server plugin) and Datadog

ARMOR (Firehost) - Site Reliability Engineer - 2015 to 2017

- Provided guidance on best security practices for AWS services configuration, supporting ARMOR Anywhere infrastructure
- Reconstructed and migrated data for multiple internal application stacks, including Atlassian Jira, Jira Helpdesk, Confluence, and Grafana
- Authored security-focused software automation playbooks using Ansible and Infrastructure as Code with Terraform
- Enhanced infrastructure stability through monitoring, anomaly detection, and service hotfix implementation
- Recommended cost-reduction strategies, resulting in ~\$15.7k+ monthly savings (ELK stack optimizations and Reserved Instances)
- Developed AWS Lambda functions for automated reporting, infrastructure monitoring, and alert generation using the Python boto3 library

Skills

Technical Skills:

Core DevOps Skills: Kubernetes, Helm, Ansible, Docker, Terraform, Packer, AWS CloudFormation, Security Scanning

Programming & Scripting: Python, Bash & Shell, PowerShell

CI/CD Tools: Jenkins, GitHub Actions, GitLab CI, Keptn, Bamboo

Cross-functional Skills: Containerization, Security & Compliance, API & Webhook Automation, Virtualization, Infrastructure Monitoring

Soft Skills:

Management & Team Building: Servant Leadership, Communication, Collaboration, Conflict Resolution, Coaching

Problem Solving: Troubleshooting, Debugging, Observability

Time management: Kanban, Sprints (prefer Scrum framework), Pomodoro Timers, Prioritizing tasks & Backlog Refinement

SCRUM leadership: Standup, Backlog Refinement, Deployment Retrospectives, Blameless Post Mortems

Business Value: Cost Optimizations