

Troy C. Thompson

DevOps Engineer

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DevOps Engineer with over 15 years of IT experience, specializing in designing, implementing, and maintaining complex IT infrastructure and scalable, secure AWS systems. My expertise includes cloud platforms, containerization, and CI/CD pipelines, enabling faster project delivery and ensuring HIPAA-compliant security. I excel in automating DevOps workflows, creating efficient Terraform templates for infrastructure provisioning, and managing Docker images to streamline development processes.

Core Skills & Technologies

- Cloud & Infrastructure: AWS (EC2, CloudFormation, CodeBuild, Control Tower, IAM)
- **Automation & CI/CD: Terraform, Ansible, SaltStack, Bamboo, GitHub Actions, Lambda**
- Containerization & Orchestration: Docker, Kubernetes (K8s), EKS, ECR, Helm
- Monitoring & Site Reliability: CloudWatch, New Relic, Nagios, Zabbix, HAProxy, Grafana
- Scripting & Development: Bash, Python, Django
- **Agile & DevOps Methodologies: Agile, Scrum, Infrastructure as Code (IaC)**
- Debugging & Troubleshooting: System performance tuning, incident response
- Security & Compliance: HIPAA-compliant security, IAM policies, secure automation workflows
- Customer & Team Collaboration: Cross-functional team coordination, technical documentation, mentoring

Professional Experience

Zoox, Foster City, CA

June 2024 - December 2024

DevOps Engineer

- **Enhanced existing infrastructure automation workflows using Terraform, SaltStack, and Bamboo, reducing provisioning errors and improving deployment efficiency by 60%.**
- **Managed** virtual machines (VMs) across AWS and vSphere, **enhancing resource allocation efficiency** and reducing downtime.
- **Led** the migration of the **SolidWorks license server** across data centers, ensuring **zero downtime** through detailed planning and rollback procedures.
- **Optimized** SaltStack configurations, eliminating redundant pillar and stack file steps, **reducing execution time by 40%.**
- **Implemented and maintained** DNS records with IPAM and PowerDNS, **enhancing network reliability** and reducing resolution errors.

Key Contributions:

- **Reduced downtime** for engineering teams by **successfully migrating** the SolidWorks license server with **minimal service disruption.**
- **Improved SaltStack efficiency**, eliminating unnecessary execution steps, **boosting deployment speed by 30%.**
- **Streamlined VM automation, leveraging Terraform and SaltStack to cut manual provisioning efforts in half.**

Nonagon Media, Oakland, CA

2024 – Present

DevOps Engineer

Founded Nonagon Media as an independent DevOps consultancy, specializing in AWS architecture, automation, and CI/CD solutions. Designed scalable infrastructure using Terraform and Docker, improving deployment efficiency. Developed and optimized CI/CD pipelines to streamline application releases and ensure security best practices.

- **Built AWS-based infrastructure to support scalable applications, improving security and deployment reliability.**
- **Developed a Terraform template library, standardizing infrastructure provisioning and reducing setup time.**
- **Designed and managed** a Docker image repository to improve version control and streamline application deployment.
- **Engineered a robust CI/CD pipeline, optimizing software releases and enhancing automation.**
- **Achieved AWS Solutions Architect Associate certification, validating expertise in cloud infrastructure and automation.**

Healthbucks, Miami, FL

2023

Lead DevOps Engineer

Overhauled application infrastructure across development, staging, and production environments to improve security, efficiency, and documentation. Implemented HIPAA-compliant security measures to enhance deployment processes and mitigate risks. Optimized AWS environments using EC2, ECS, IAM, CodePipeline, Route53, and VPC, leveraging Terraform for automation and Git for version control.

- **Migrated proof-of-concept software from Google Cloud Platform to AWS, improving system performance and scalability.**

- **Designed and implemented a CI/CD pipeline, accelerating deployments and reducing manual intervention.**
- **Automated infrastructure provisioning using Terraform, improving consistency and repeatability** across environments.
- **Integrated HIPAA-compliant security controls, ensuring secure deployment practices** and reducing compliance risks.
- **Led** system architecture improvements to enhance **infrastructure reliability and operational efficiency.**

Mphasis/Stelligent, Reston, VA
DevOps Engineer II

2021 – 2023

Developed and automated AWS-based infrastructure using Terraform and CI/CD pipelines to streamline deployments and reduce manual intervention. Designed scalable systems architecture to improve reliability and efficiency. Collaborated with cross-functional teams to implement Infrastructure as Code (IaC) solutions, ensuring consistent and repeatable environment provisioning.

- **Developed an AMI automation system, reducing software deployment time by 60% and improving system uptime.**
- **Implemented Infrastructure as Code (IaC) using Terraform, minimizing configuration drift** and improving system consistency.
- **Led the adoption of CI/CD pipelines, accelerating software releases and reducing deployment failures by 40%.**
- **Architected AWS-based infrastructure, optimizing resource allocation and ensuring high availability.**
- **Achieved AWS Solutions Architect Associate certification, validating expertise in cloud architecture and automation.**

Crystal Equation, Fremont, CA
Application Technician

2020 – 2021

Developed and maintained data pipelines for processing and visualizing Splunk usage data, integrating with Tableau to improve analytics. Provided hands-on support for a large-scale Splunk installation, managing 4.5TB of monthly events to ensure platform reliability. Optimized monitoring tools and automated reporting dashboards to improve data accessibility and operational efficiency.

- **Designed and maintained** a data pipeline that **processed 4.5TB of Splunk logs per month**, improving analytics and reporting.
- **Migrated Splunk workloads to in-house tools, saving the company over \$5M in licensing costs.**
- **Developed Tableau-integrated dashboards, reducing report generation time by 70%** and improving data accessibility.
- **Automated** data transfers using SFTP and CentOS, **improving system efficiency and reducing manual workload.**
- **Optimized** Splunk query performance, **improving log search speed and reducing resource consumption.**

Projects

Auris Robotics, Redwood City, CA (2019 – 2020)
DevOps Engineer (Contract)

Developed a structured retention policy for Artifactory, automating cleanup processes to optimize storage and improve system performance. Managed AWS infrastructure across 50+ servers and supported CI/CD workflows using GitLab and Bash.

IT Renew, Newark, CA (2019)
Site Reliability Engineer (Contract)

Created Ansible playbooks for software installation and updates, automating deployments for hardware testing and development teams. Managed over 50 servers, leveraging IPMI, Golang, and custom Ansible variables to optimize infrastructure management.

Stitcher, San Francisco, CA (2018 – 2019)
DevOps Engineer (Contract)

Implemented a foundational Docker container framework to standardize code generation across development teams. Led rollback strategy development, AWS cost evaluations, and monitoring improvements using New Relic and Jenkins.

Military Experience

Message Switch Center Operations – ASI/Z2 – United States Army, Fort Huachuca, AZ
Telecommunications Operator/Maintainer 74G – United States Army, Fort Gordon, AZ

Licenses & Certifications

AWS Certified Cloud Practitioner – Amazon Web Services Training and Certification
AWS Certified Solutions Architect – Associate – Amazon Web Services Training and Certification
AWS Partner Accreditations: Technical, Cloud Economics, Business