JASON J. GABINET

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PROFESSIONAL SUMMARY

Over ten years of increasing Information Technology responsibility and experience, including DevOps/TechOps, technical management / leadership, operations management and support, web site design and development, application development, database design and administration, Linux systems administration, network administration, help desk / end-user support, hardware and software troubleshooting, and cryptocurrency adoption and integration.

PROFESSIONAL EXPERIENCE

Senior Site Reliability Engineer, United Natural Foods, Inc.   May 2023 to October2023

United Natural Foods, Inc.(UNFI) is a natural/organic food and grocery store company. Primary responsibilities include facilitating the establishment and leading the site reliability functional area of UNFI's e-commerce division. Responsibilities included:
- Worked with DevOps teams to understand process / functionality that supported various business units to begin the process of separating these tasks from daily-to-day DevOps responsibilities.
- Deployments to support changes to infrastructure and supported applications, maintaining high site availability and observability.
- Monitoring (OpenTelemetry, Elastic, Prometheus/Grafana and other bespoke tools) to observe availability, reliability, performance, efficiency of platform (latency, traffic, errors, and saturation). Incident integration / escalation / response with Sherwell Service Management (enterprise ticketing system).
- Establishing Service Level Agreements (SLAs) with internal departments / external customers and building service level objectives (SLOs) and Service Level Indicators (SLIs) to measure results.
- CI/CD workflows using Jenkins, Azure DevOps, and GitLab Cloud.
- Deployment of Docker containers with Kubernetes orchestration on Google Cloud Platform (GCP/GKE), Amazon Web Services (AWS/EKS), and Microsoft Azure. Deploying infrastructure with Terraform (IaC).
- Manage Scrum/Agile workflows with JIRA and documentation with Confluence.

Director, Technology and Engineering, GreenMarbles, LLC.   June 2019 to February 2023

GreenMarbles is a nationwide solutions integrator working with partners to design, build, and deploy white-label B2B/B2C marketing and e-commerce solutions for the home security, home automation, solar, and electric vehicle (EV) industries. Environment is hosted at AWS (US-East-2) and consists of Linux VMs (Ubuntu) running customized Magento Ecommerce (PHP), MySQL, and Redis. AWS Serverless Architecture components are also incorporated and include Amplify, DynamoDB, API Gateway, and Step Functions / Lambda (written in NodeJS and Python). Responsibilities include:
- Managing a team of up to 10 outsourced (offshore) engineers (design, development, DevOps, and quality assurance), overseeing day-to-day tasks and priorities.
- Effectively communicating project goals and deadlines to ensure timely and efficient completion of company and technology initiatives.
- Conducting regular performance evaluations and providing coaching and mentorship to support professional growth and development.
- Serving in an I.T. support capacity, including new employee onboarding/access and company-wide help desk /technical support as needed.
- Building CI/CD workflows using Jenkins, Migrating Jenkins CI/CD to Bitbucket Pipelines.
- Configuration and support of company integrated voice response (IVR) systems hosted by AWS.
- Served as interim Chief Technology Officer (CTO) during time period between previous CTO resigning and new CTO being sourced / onboarded. Facilitated all knowledge transfer.
- Conducting security audits and maintaining / documenting PCI-DSS compliance

Senior DevOps Engineer, InMobi, Inc.   October 2018 to June 2019

Responsible for supporting the day-to-day engineering and DevOps aspects of InMobi's technology infrastructure and mobile advertising / DSP / SSP platform. The environment is hosted at AWS (East Coast, West Coast) and Azure (East Coast). Environment consists of Linux virtual machines running Redhat/Ubuntu/Amazon, Bitbucket, Jira, Bamboo, Confluence, Memcache, Redis,

Couchbase, MySQL, Postgres, AVI Load Balancing, Sensu, Chef, Terraform, Java, J2EE, Tomcat, Ruby, Perl, Python, and Docker. Responsibilities include:

- Providing on-call support in 24x7 near 100% uptime environment. On-call rotation (using VictorOps)
- Building dev/stage/production environments to support CI/CD initiatives by engineering teams (using Bamboo)
- Patching / updating / configuring servers with Terraform, Chef, and Bamboo
- Migrating from Amazon AWS EC2 to Microsoft Azure VM/VMSS, maintaining near 100% uptime by planning, scheduling, and executing switch over events to minimize operational impact.
- Administering and troubleshooting AVI software load balancing solution running in Azure environment.

Director, I.T., TapIt! Mobile /   July 2012 to September 2018
Senior DevOps Engineer / Ad Ops Specialist, Phunware, Inc.

TapIt! was acquired by Phunware in January 2013. Responsible for the day-to-day engineering and technical operations aspects of Phunware Advertising's (formerly TapIt!/TapIt! by Phunware) technology infrastructure and mobile advertising platform. The environment is hosted at AWS (East Coast, West Coast, and Ireland) with core architecture also hosted in a dedicated facility in San Diego (AT&T). Environment consists of Linux (primary Debian/Ubuntu with some Redhat), MySQL, PHP, Java 7/8, J2EE (Tomcat), MongoDB 2.x/3.x, Aerospike, ELK (Elasticsearch, Logstash, Kibana), Hadoop/HDFS/Spark/Impala (Cloudera), Puppet, AWS EC2 and CLI, S3, Cloudfront, Jenkins, Kubernetes, and Docker. Responsibilities include:

- Designing, developing, maintaining, and supporting Phunware Advertising's reporting platforms and consoles
- Providing Level 1 and Level 2 support to customers of Phunware Advertising's platform
- Building an on-demand scalable platform on top of AWS infrastructure for handling HTTP traffic during peak demand periods.
- Advise on all of Phunware Advertising's software and hardware infrastructure/architecture. Provide support and technical guidance for Phunware wide infrastructure and architecture.
- Support Phunware's "mobile first" flagship CMS product / environment (MaaS)
- Responsible for all deployments in a rapidly changing environment. Work with Engineering teams to schedule deployments and implemented current deployment process.
- Responsible for establishing and maintaining all monitoring of Phunware Advertising hardware and software components, ensuring 99.9% uptime and high availability for all of Phunware Advertising's platform.
- Building reports and querying database, real time cache, ELK stack, and big data infrastructure to support various teams.
- Integrating with various third party APIs including anti-fraud, weather, and geo-spatial services to send and receive data needed to support campaign management and ad operations.
- Provide technical insights and analysis for Phunware digital crypto currency product and solutions.

Developer / Operations Engineer / Advisor   April 2010 to Present
Various Clients.

Perform a variety of duties / responsibilities as a consultant / advisor / contractor, working on various projects for small companies / startups in the Baltimore area. All work is primarily done in a Linux environment. Projects included:

- **DevOps Engineer, Aerserv/Pinsight Media,** Irvine, CA/Kansas City, MO. Work remotely, supporting the DevOps and engineering team in day to day operations, to include monitoring with Sensu, CI/CD with Bamboo, and auto-scaling with Terraform and Chef, all in an AWS environment. Aerserv and Pinsight Media were both acquired by InMobi in 2018.
- **Crypocurrency Advisor, Various Clients.** Work in an advisory capacity to assist clients in understanding cryptocurrency and how to integrate into products and services to replace traditional (fiat) currency options.
- **Operations Analyst / Engineer**, **TapIt!**, Rockville, Maryland. Responsible for the day-day technical operations analysis / engineering of a self-service mobile advertising network.
- **Developer / Operations Engineer, Altus Engineering,** Churchville, Maryland. Responsible for the design and development of custom software modules supporting the Army Research Lab's (ARL) Soldier Survivability Directorate as a contractor. Support Ruby on Rails environment.
- **Developer / Administrator, WebIXI**, Bel Air, Maryland. Responsible for the development and administration of WebIXI clients' web sites, many with e-commerce front-ends written in PHP and custom X-Cart configurations. Also responsible for building custom Drupal (6.x), WordPress (2.x/3.x) and vBulliten templates to match customers' web sites**.**
- **Developer, Moodlerooms, Inc**., Baltimore, Maryland. Responsible for designing, developing and testing customized LMS (CMS) modules (Moodle) based on customer requirements.
- **Director, I.T. / Developer / Architect, Canton Global Media Group, LLC**, Baltimore, Maryland. Responsible for all technology aspects of a small technology start-up, that designs, develops and hosts innovative solutions suited for the

employment, staffing / recruiting, and lead generation industries. Reported directly to the President/CEO on all technology matters.

Manager of Operations Engineering / DevOps   May 2007 to April 2010
Millennial Media, Inc.

Manager, Technical Operations   October 2005 to April 2007
Tribeca Tables Europe Limited / InSite Technology Group.

Project Manager / Web Developer   May 1999 to October 2005
GEO-CENTERS, Inc. / Science Applications International Corporation (SAIC).

Technical Recruiter / Systems Administrator / I.T. Support   February 1997 to March 1999
Continental Search and Outplacement

EDUCATION

B.S., Information Systems, 2008
University of Phoenix