

Ryan Daniel Willis | Atlanta, GA (Remote OK, Willing to Relocate)

Cloud Infrastructure Engineer | Linux | AWS/Azure | DevOps | Automation

rdw.software@gmail.com | 404-989-9356

Github: <https://github.com/RyanDanielWillis>

LinkedIn: <https://www.linkedin.com/in/danielscience/>

Website: DanielScience.com

Linux infrastructure specialist with 6+ years across cloud/hybrid environments. Built company-wide tooling, led 100+ enterprise migrations, #1 KPI performer. Expert in production troubleshooting, IaC automation, SRE on-call, security and engineering collaboration. Experience training, managing and directing junior technicians.

EXPERIENCE



Sangoma Technologies — Tier 2 Technical Support Engineer Manager

Atlanta, GA | May 2023 – Present | 2.5 years (Promoted <12 months)

- Train, manage and direct junior technicians. Help oversee and allocate the workload for my team.
- Manage Linux infrastructure across AWS, Azure, hybrid cloud serving 100K+ users (99.99% uptime)
- Led 100+ large corporation cloud hybrid migrations (Docker, firewalls, load balancers, PBX)
- Built observability dashboard monitoring 10K+ endpoints (security, compliance, scaling)
- Created VoIP Health Check — company-wide tool (300+ cases/month)
- Automated IaC/CaC diagnostics (Bash/Python) reducing MTTR 85% across 50+ enterprise platforms
- 24/7 SRE on-call for \$10M+ platforms; #1 KPIs (speed, NPS, quality, most issues resolved)



TrellisRx — System Administrator → Data Analyst (Promoted)

Atlanta, GA | Jun 2019 – May 2023 | 4 years

- Administered Azure Intune, hospital servers, and security policies for 300+ users
- Built Python/SQL/AWS dashboards analyzing patient data — saved 20% on drug costs
- Imported/cleaned sensitive data from on-prem/custom pharmacy software (TypeScript)



Arrowhead Clinic & The Brown Firm



Social Media Marketing Manager (Side Consulting)

Atlanta, GA | May 2021 – May 2023 | 2 years

- Led team of 5-10; built Linux orchestration tools (Python/JS/SQL), driving 28% profit growth
- Automated keyword research, content distribution, analytics reporting systems



PALMETTO
DIGITAL MARKETING GROUP

Palmetto Digital Marketing Group — General Manager (Employee #1)

Charleston, SC | Jan 2018 – Jun 2019 | 1.5 years

- Grew startup to multi-million revenue (30+ employees) via custom data/API systems
- Developed an eCommerce data import/reporting platform enabling lean operations



Inmotion Hosting — Web Server Administrator and Developer

Virginia Beach, VA | Dec 2015 – Dec 2017 | 2 years

- Improved server uptime/security for SMB websites (PHP/JS/C# debugging)
- Built an internal troubleshooting dashboard, saving agents 20-30% time



U.S. Navy — System Administrator

Jun 2011 – Jun 2015 | 4 years

- Detected foreign network threat, deployed patches during critical mission (awards received)
- Maintained and deployed Citrix VM networks, Navy website, server/network infrastructure

EDUCATION & CERTS

WGU (Working on BS) | BS Computer Science, ECPI (2 year completed)

ITIL ✓ | PMP ✓ | AWS Associate ✓ | CCNA ✓ | Security+ ✓ | Network+ ✓ | A+ ✓ | MCP ✓

SKILLS

Cloud: AWS (EC2/S3/Lambda), Azure, Hybrid | Containers: Docker, Kubernetes, VMware, Citrix

IaC/DevOps: Terraform, Ansible, CI/CD, Bash, Python, SQL, C/C++, Golang, Powershell |

Monitoring: Grafana, Prometheus | Networking: Firewalls, VPNs, Load Balancers, Wireshark, Nmap

Linux/Windows Administration

ADDITIONAL ACTIVITIES

Member of the 2600 security group, where we experiment with hardware and software along with visiting technical conferences to sharpen our skills.

Volunteer to help people with disabilities improve quality of life through technology.