

Tom Tijerina

Linux Systems Administrator / DevOps Engineer · Remote

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Summary

Linux systems professional with 25+ years in technology, operating exclusively in Linux environments (RHEL, CentOS, Ubuntu, Amazon Linux). For four and a half years I was the sole administrator and sole on-call responder for the Linux production infrastructure behind a multi-tenant banking SaaS serving 87 financial-institution customers and \$5M in annual recurring revenue. My work sits at the intersection of system administration and DevOps: hands-on Linux operations, hardening, patching, and troubleshooting at scale, combined with configuration-as-code, CI/CD, infrastructure as code, and observability. I automate relentlessly (cutting customer onboarding from 8+ hours to under 1 through scripting) and treat runbooks and documentation as daily output. I have prior hands-on experience with Ansible and, given my Linux and automation depth, ramp quickly on any configuration-management toolchain. Remote-first since 2019.

Technical Skills

Linux & System Administration: Linux administration for 25+ years (RHEL, CentOS, Ubuntu, Amazon Linux, Alpine), production server operations at scale, hardening, patching and package management (yum/apt), systemd, cron, users/permissions, filesystems and storage (EFS), performance tuning, troubleshooting, shell scripting. Sole administrator of Linux production servers for a banking SaaS.

Configuration Management & Automation: Ansible (prior hands-on experience, fast ramp given deep Linux/automation background), Bash (advanced, 25+ years), Python (advanced), configuration-as-code patterns, idempotent provisioning, GitOps, drift detection, repeatable base-image standardization.

CI/CD: GitHub Actions (expert, OIDC keyless AWS auth, reusable workflows), GitLab CI, Jenkins, automated rollback, deployment pipeline design, build/test/deploy automation, release management.

Infrastructure as Code: CloudFormation (expert, complete framework greenfield), Terraform (proficient, reusable modules), HCL, JSON/YAML, GitOps patterns, drift detection.

Site Reliability Engineering: SLI/SLO definition, error budget thinking, actionable alerting, on-call rotation ownership, incident management, root cause analysis, post-incident reviews, runbook authorship, failure mode analysis, fault tolerance design, disaster recovery planning, high availability architectures, distributed systems operations.

Observability & Monitoring: Datadog (APM, distributed tracing, log correlation, dashboards, alerting, RUM), AWS CloudWatch, Prometheus, Grafana, OpenTelemetry. Comparable enterprise observability primitives: Splunk, Dynatrace, ELK Stack.

Cloud Platforms: AWS (expert, 4+ years sole-owner production: EC2, EKS, ECS, RDS Multi-AZ, S3, EFS, IAM, VPC, Route 53, Lambda, SQS, CloudFront, CloudWatch, CodeBuild, CodeDeploy, Secrets Manager, GuardDuty, Inspector, Security Hub, OIDC), Azure (experienced, prior role).

Containers & Orchestration: Kubernetes on AWS EKS (operated shared microservices), Helm, Docker, container security, microservices operations.

Scripting & Languages: Python (daily, advanced), Bash (advanced), shell scripting (25+ years), PowerShell (working), Go and TypeScript at reading level.

Operating Systems: Linux (RHEL, CentOS, Ubuntu, Amazon Linux, Alpine, advanced for 25+ years), Windows Server, macOS.

Databases: MSSQL/SQL Server on RDS (Multi-AZ, read replicas, query optimization, T-SQL), PostgreSQL, MySQL, DynamoDB. Backup, restore, failover playbooks.

Networking: VPC design, subnets, security groups, route tables, NACLs, DNS, ALB, NLB, VPN, SD-WAN background, TCP/IP, BGP fundamentals.

Security & Compliance: SOC 2 audit + penetration test remediation, IAM policy design, secrets management (AWS Secrets Manager, HashiCorp Vault familiar), secret rotation, secure SDLC, OIDC federation, vulnerability remediation, STIG familiarity.

Source Control & Collaboration: Git, gitflow, GitHub, GitLab, Bitbucket, JIRA, Confluence, Notion, design review participation, sprint planning, standups.

Methodology: Agile/Scrum, Kanban, DevOps, SRE, GitOps, Trunk-Based Development, full product lifecycle, documentation discipline (runbooks, architecture diagrams, post-mortems as daily output).

Professional Experience

DevOps Engineer | Realwired

Sep 2021 to Feb 2026 (4.5 years) | Remote

Sole infrastructure owner and sole on-call responder for a multi-tenant banking SaaS supporting 87 customers and \$5M annual recurring revenue in a SOC 2 environment.

- **Built complete CloudFormation IaC framework** from greenfield covering VPC, EKS, EFS, RDS Multi-AZ, IAM, and GitHub OIDC federation. Reusable modules consumed across environments. Proved reproducibility by redeploying the full stack into a clean AWS account for vendor verification.
- **Designed and operated CI/CD platform** on GitHub Actions with OIDC for keyless AWS authentication, removing long-lived credentials and removing ops as a deployment bottleneck for the engineering team.
- **Owned production reliability end to end.** L3-L4 incident response, AWS Support escalations on customer-impacting issues, post-incident review authorship, follow-through on long-term fixes to prevent recurrence.
- **Designed and operated Datadog observability stack** from zero to production with APM, distributed tracing, log correlation, dashboards, and alerting tuned for actionable signal because I was the sole on-call responder. SLI/SLO discipline shaped alert routing and prioritization.
- **Reduced customer onboarding from 8+ hours to under 1 hour** through Python and Bash automation pipelines.
- **Built developer self-service environments:** engineers spin up isolated test stacks via Jira tag automation without ops involvement.
- **Kubernetes on AWS EKS for shared microservices** (document processing, reporting APIs), with Helm.
- **Scaled customer base from ~40 to 87 customers (117% growth)** while maintaining the banking SLA and adding zero infrastructure headcount.
- **SOC 2 compliance and penetration-test remediation** under live audit. Hardened IAM policies, rotated secrets, tightened network controls. Partnered with security, risk, and external pen-test vendors.
- **Administered 3 production RDS SQL Server instances** (Multi-AZ, read replicas) with documented DR, backup, and failover runbooks.
- Migrated legacy SVN to GitHub preserving full history. Standardized gitflow workflows across the engineering team.

Vice President of Engineering | WiredIQ

Nov 2020 to Sep 2021 (11 months) | Remote

- Led engineering strategy and team leadership using Agile and Scrum.
- Architected proactive customer monitoring and incident response systems.
- Designed customer-configurable PXE-based provisioning system enabling hands-free hardware deployment by MAC address.
- Built cross-platform IaC build environments using Docker and Git for reproducible deploys across laptop, datacenter, and cloud.
- Helped transition the network from proprietary MPLS to SD-WAN, improving reliability.

Linux System Administrator | WiredIQ

Jan 2019 to Nov 2020 | Remote

- Built IaC-driven cross-platform build environments and supported multi-tenant customer deployments.
- Standardized RHEL/CentOS base images and automation for repeatable system provisioning.

Technology Manager | New Frontier Systems

2017 to 2018 | Gainesville, FL

- Reduced Azure infrastructure costs by 50% through right-sizing and resource optimization.
- Improved application response time by 800% via DevOps practice adoption and caching layers.
- Executed continuous integration and disaster recovery planning. Led the development team under Agile/Scrum.

Help Desk Administrator | Pacific Tomato Growers

2016 to 2017 | Palmetto, FL

- Served on the Business Continuity and Disaster Response team during Hurricane Irma.
- Managed VOIP migration reducing per-site costs by \$5,000+.

Earlier Experience

- **Technology Consultant, Self-Employed** (1998 to 2020): 22+ years of client infrastructure work covering Linux/Unix systems administration, virtualization, networking (firewalls, VLANs, HIDS/NIDS/NIPS), security, and infrastructure-as-code patterns across small and mid-size businesses. In tech since 1996.
- **Advanced Technical Support Specialist, teleNetwork** (2011 to 2015): Built internal automation tools that delivered a 200% productivity increase for the support team. Production support of complex distributed systems.

Selected Outcomes

Outcome	Impact
Sole on-call L3-L4 production owner	87-customer banking SaaS, \$5M ARR, banking-grade SLA maintained
Greenfield CloudFormation IaC framework	Reproducible full-stack AWS environments for a regulated SaaS
CI/CD platform on GitHub Actions + OIDC	Self-service deploys, keyless AWS auth, no long-lived credentials
Customer onboarding automation	8+ hours to under 1 hour
On-premises to AWS migration	Enabled ~40 to 87 customer growth (117%) without infra headcount
Kubernetes on AWS EKS	Shared backend microservices (document processing, reporting APIs)
Datadog observability zero to production	APM, distributed tracing, alerting tuned for actionable signal
SOC 2 + penetration-test remediation	Owned full security compliance cycle end to end
Azure cost optimization (prior role)	50% infrastructure cost reduction
Application performance (prior role)	800% response-time improvement

Education

- High School Diploma (GED), State of Florida Department of Education, 2001
- St. Petersburg College, non-degree coursework in computing, 2002 to 2003

- Continuous self-directed study in AWS, Kubernetes, SRE practices, Platform Engineering, and security across the full career
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Leadership

- **VP of Engineering** at WiredIQ: development team leadership, Agile/Scrum, product roadmap, architectural direction, mentorship of direct reports.
 - **Sole Infrastructure Owner** at Realwired: full autonomy over a \$5M revenue banking SaaS platform, cross-functional work across engineering, security, compliance, and vendor partners.
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Work Authorization & Location

- US citizen, fully authorized to work in the United States
- Fully remote-capable, async-comfortable, remote-first since 2019
- Open to all US time zones; based in Eastern Time (St. Petersburg, FL)