James Hofmann (Jim)

Cloud / DevOps Engineer

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SUMMARY

Cloud and DevOps professional with over 10 years of experience running AWS and Salesforce infrastructure at scale, including 500+ EC2 servers and hundreds of Salesforce orgs. Led an internationally dispersed team across EU and USA time zones and helped migrate a core product to a fully SaaS platform on AWS.

CORE SKILLSETS

Cloud Infrastructure: AWS, EC2, Salesforce Org Management, Rackspace, SaaS Migration

DevOps & Methodology: Agile Development, Scrum Standups, Jira, Confluence, KPI Management, Change Management

Systems & Database Administration: Windows Network Administration, Datacenter Operations, SQL Server, Database Administration, RAID, UPS

Software & Scripting: Automation Scripting, VB6 WinForms Migration, .NET Web Pages, Microsoft Project

EXPERIENCE HISTORY

Zilliant — 2013-02 - 2022-07

TechOps Lead / DevOps — 2014-03 - 2022-07

- Established procedural Best Practices by compiling infrastructure recommendations from AWS, Red9, and Microsoft.
- Ran daily standups and served as an Engineering contact point for high-profile customer project resolutions.
- Coordinated with executive leadership and stakeholders to ensure proper task prioritization and tool management.
- Provided extensive technical writing, reports, and ensured internal service KPI commitments were met.

Associate Operations Engineer — 2013-02 - 2014-03

- Utilized modified Agile methodologies to help migrate our core product to a fully SAAS platform on Salesforce with an AWS backend.
- Administrated Rackspace assets including SQL, FTP, Application, DC, File, and Tableau servers.
- Tracked and documented infrastructure projects and Helpdesk tickets using Jira and Confluence.

Fusion Labs 2005-11 - 2012-05

Software Developer I 2010-04 - 2012-05

- Engineered replacement .NET web forms for BlackBaud, replacing their legacy VB6 WinForms.
- Backend developer for 'GrantedGE' application.
- Traveled nationwide to assist non-profit clients with technical implementations and product integrations.

Windows Network Administrator 2008-01 - 2010-03

- Provided extensive on-site infrastructure and network administration services for the Communities Foundation of Texas and TSTEM.

Datacenter Operator 2005-11 - 2008-01

- Installed, configured, and repaired physical server units (power supplies, RAIDs, cable routing, crash mitigation).
- Installed compute and network hardware in multiple datacenters.
- Managed physical backup tapes and coordinated offsite storage rotations with Iron Mountain.
- Handled access control, change management policies, escalations and coordinations, and unplanned break-fixes.

RealPage, Inc. 2001-07 - 2004-11

Implementation Staff Consultant 2001-07 - 2004-11

- Partnered with Engineering to automate data migration processes, reducing required headcount from 20 to 6 people.

EDUCATION BACKGROUND

Western Governors University (WGU) 2022 - 2025-12
Bachelor of Science in Information Technology

CURRENT CERTIFICATIONS

- **AWS Certified Cloud Practitioner** (Amazon Web Services)
- **Salesforce Certified Administrator (ADM201)** (Salesforce)
- **Linux Essentials Certification** (LPI)
- **CompTIA A+ CE** (CompTIA)
- **CompTIA Network+ CE** (CompTIA)
- **CompTIA Security+ CE** (CompTIA)
- **ITIL 4 Foundation – IT Service Management** (AXELOS)