

William Dunn DevOps Engineer

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Infrastructure-focused engineer with 3.5 YOE in cloud automation, secure CI/CD pipelines, and release reliability across **AWS** and **Azure**. **Terraform certified** and trusted to manage **production systems**, **on-call incidents**, and **executive-facing reporting**.

Skills

- **Infrastructure:** AWS, Azure, Terraform, Terragrunt
 - **Scripting & Tools:** PowerShell, Bash, Linux, Git, Datadog, Splunk
 - **CI/CD & Containers:** Jenkins, GitHub Actions, GitLab CI, Artifactory (JFrog), Docker, Kubernetes, Rancher
- Languages/DB:** Java, Python, SQL

Professional Experience

DevOps Engineer, Billtrust – Remote

2022-2025

- Managed **Jenkins pipelines**, **Terraform deployments**, and company-wide **DevOps workflows** across all environments
- Executed **1,000+ deployments** using **Terraform/Terragrunt** over 3.5 years in **CLI-based Linux environments**, ensuring consistent AWS infrastructure changes across dev, stage, and prod environments.
- Collaborated with developers to troubleshoot deployment blockers and improve terraform configurations, **reducing failures and streamlining deployments**.
- Supported infrastructure for **10+ core AWS services (S3, SSM, EC2, ECS, ECR, IAM, etc.)** and **Kubernetes clusters on Azure**, transitioning from **Rancher-managed** to **AKS**.
- Managed releases for a **production-critical Azure microservice**, verifying rollback commits, promoting container images via Jenkins, and documenting deployments.
- Participated in weekly **CAB meetings** and handled emergency **CERT eCAB releases**, ensuring compliance and stability for **10+ production services**.
- Handled **15+ incidents** during 24/7 weekly on-call shifts as part of monthly rotation, maintaining **99.9%+ SLA** for customer-facing platforms.
- Triageed **30+ DevOps requests/month** across **Jira** and **Slack** to support cross-functional teams.
- Used **Splunk** and **Datadog** to analyze logs, monitor deployments, and troubleshoot issues across environments.
- Improved infrastructure **security** by remediating vulnerabilities on **50+ VMs**, auditing **DevOps group memberships**, and updating **Jenkins permissions** to align with access control policies.
- Automated **VM image creation** using **PowerShell** and **Packer**, integrated with **Jenkins** for **on-demand builds**.
- Authored and maintained **numerous Confluence documents** for environment setup, DevOps workflows, and Terraform troubleshooting, improving team onboarding and knowledge sharing.
- Prepared **monthly DevOps reports** for the **VP of DevOps**, tracking ticket volume, average ticket age, and resolution trends; created **graphs and visuals** for **executive presentations**.

Certifications

- **HashiCorp Certified - Terraform Associate**

2025

Academic Project

Ecommerce Website & Mobile App, Skyline Baskets

2019-2020

- Built full-stack features for an e-commerce website and mobile app using **C#/Xamarin** and **Shopify API**; collaborated in a 5-person team using **Jira** and **Azure DevOps** for version control and agile tracking.

Education

Dominican University, River Forest - B.S. Computer Science

2020