
JEFFREY BERTN

SYSTEMS ENGINEER AND SOLUTIONS ARCHITECT

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Profile

I'm an experienced cross-platform engineer and architect, and enjoy translating business needs and stakeholder concerns into working, integrated solutions. I'm at my best when I'm learning and implementing new technologies and new techniques, and I love helping to develop and refine business processes for efficiency and effectiveness. I'm one of the few IT professionals who understands software development, infrastructure, and business concerns, enabling me to bring great value to cross-functional teams. I've always worked closely with my employers' customers to understand their needs and challenges, and bring their voice into our processes.

Directions

Nobody in IT should sit still. I'm currently expanding my skill set to include security, since that's a part of *everything*, and working toward my CISSP. I'm also building my familiarity with major compliance efforts, including PCI-DSS, SOX, etc., and would welcome a work experience that would let me emphasize these directions.

Key Competencies

Here's some of what I've been recently working with the most. However, I have a diverse technological background, and am constantly mastering new products and technologies.

Splunk and big data operational analytics	Systems scripting and automation
DevOps engineering	AWS and Azure cloud services
Virtualization and containers	Test frameworks
Microsoft Windows and Linux administration	Active Directory and identity
PowerShell, Go, C#, C++, Python, and more	RDBMS - SQL Server, MySQL, etc.
Messaging and collaboration solutions	Systems architecture and design
Configuration management (declarative and procedural)	HTML, Javascript

Differentiators

There are a lot of candidates out there. Here's how I'm different:

- I don't need to be told what to do from moment to moment - I need to be told the mission, and from there, I'm on it.
- I **like** people, and I enjoy talking to them and understanding their needs and challenges. I don't shy away from contact with coworkers or customers.
- "I can't" is never an answer, nor is, "that's not my job." I love learning new technologies, new skills, and new techniques. I'll adapt to whatever my role asks of me.
- I'm a natural, logical troubleshooter. I don't just throw possible fixes at a technology problem; I **solve** the problem by understanding the technology at a deep level.
- I'm a great arbitrator when team members need an understanding, informed, neutral point of view to move past a challenge or block.

Experience

Splunk • April 2013 to Present

Developed functional and unit tests, owned build/release engineering, built infrastructure for test environments, software engineering for core engine. Highly experienced in Splunk architecture, operations, and management. Cloud infrastructure in AWS and Azure is part of my daily life now, as well as embracing newer languages and methodologies.

DevOps Collective/PowerShell.org • April 2017 to Present

Managed events such as PowerShell DevOps Global Summit in Bellevue, WA for two years, and managing DevOps Camp in 2018, both volunteer positions

Fisher Communications — July 2012 to April 2013

Owned messaging and collaboration infrastructure, including migrations, daily operations; redesigned intranet; developed collaboration and workflow solutions.

Expedia — September 2011 to July 2012

Infrastructure systems administration; managed operational analytics (Splunk) platform.

Additional Work Experience (to June 2007)

Managed identity infrastructure, developed organizational best practices for IT operations, designed operational automation tools, built and maintained high-availability infrastructure. I've also done software and test development, quick-fix engineering, "dog food" deployments, and more. I'm happy to provide additional detail on my prior work history and responsibilities.
