

JEFF MOSER

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SUMMARY

Cloud operations engineer with more than twenty years of experience building and running the systems organizations depend on, and a track record of leading the people and priorities around them. Currently drive priorities, assignments, and follow-through for a ~40-person cross-functional operations group on a multi-region Kubernetes/AWS platform under FedRAMP, GDPR, and ISO 27017. Earlier career includes formal management of a logistics team on a \$10M/year government contract and program management of concurrent localization projects in up to 26 languages for a Fortune 500 manufacturer. Seeking a people-management role leading a cloud operations, platform, or SRE team.

LEADERSHIP & OPERATIONS HIGHLIGHTS

- Drive priorities, next steps, and ticket assignments for a weekly cross-functional operations group of ~40 engineers across Europe and worldwide; facilitate the agenda, table items, and route discussions so decisions are made and acted on.
- Balance work across the cloud operations team and schedule production changes for weekend maintenance windows.
- Serve as Incident Commander for Severity 1 incidents: assemble the response team, coordinate troubleshooting, and own root-cause analysis and follow-through.
- Onboard new engineers to the platform and operational practices; mentor three engineers, two of whom have since taken on support ownership for additional products.
- Supervised a five-person third-party logistics team servicing a multi-million-dollar U.S. Air Force contract, including planning, budgeting, vendor selection, quality assurance, and performance conversations.
- Managed 6–12 concurrent worldwide localization projects in up to 26 languages, coordinating engineering, product marketing, QA, operations, regional teams, and outside vendors.

EXPERIENCE

Senior Cloud Engineer 07/2021 – Present

JAGGAER | Morrisville, NC (remote)

- Own production reliability, platform automation, incident root-cause analysis, and operational governance for a multi-region Kubernetes/AWS SaaS platform.
- Drive priorities, decisions, and ticket assignments for the weekly ~40-person cross-functional operations group; assign and balance work across the cloud operations team.
- Act as Incident Commander for Severity 1 issues from first response through root-cause analysis and corrective action.
- Delivered FedRAMP/GovCloud operations for the first two years; operate daily under GDPR and ISO 27017 controls.
- Automate deployment and maintenance of cloud resources with Ansible, Terraform, ArgoCD/GitOps, and Python; converted a Keycloak library update across six clusters from 18 manual sessions and up to 45 minutes of production auth downtime into a zero-downtime rolling update.
- Onboard and mentor engineers; author and maintain operational documentation and runbooks.

Founder 03/2017 – Present

BitSalt LLC | Beaufort, SC

- Small software studio with decade-long client relationships, maintained alongside full-time employment; scoping, budgets, delivery, and hosting for a stable set of long-standing clients.

Software Development Contractor 11/2007 – 07/2021

Alliance of Professionals & Consultants | Raleigh, NC (remote)

- Long-term contractor trusted by one of the 20 largest U.S. public school districts with its custom software for nearly fourteen years.
- Designed, built, and supported enterprise applications for accounting, payroll, asset allocation, contractor time tracking, and student information, including a state-wide high-school transcript service validated against the PESC standard.
- Contributed to requirements gathering and design reviews; recommended architectural and workflow improvements adopted across departments; trained end users after each release.

Project Manager 05/2006 – 10/2007

Boneal, Inc. | Means, KY

- Managed daily operations of a third-party logistics effort for a multi-million-dollar U.S. Air Force contract, supervising a five-person team.

- Directed planning, budgeting, vendor selection, and quality assurance; built team objectives and cross-training to develop each member's skills.
- Designed and built the entire supporting online system: vendor portal, field ordering front end, client order-tracking panel, and internal logistics control panel.

Software Consultant (Freelance) 02/2005 – 03/2017

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- Designed and delivered custom web applications from inception to completion, including WordPress-based tools for a national sports association and a lesson-plan application used by a state department of education.

Senior Web Applications Developer 03/2003 – 02/2005

iHigh.com / Host Communications | Lexington, KY

- Back-end development for e-commerce sites with sales above \$2M per year and high-traffic collegiate sports sites; administered a load-balanced Linux/Solaris environment.

Project Manager / Technical Writer 05/2000 – 02/2003

Analysts International, on-site at Lexmark International | Lexington, KY

- Planned and managed worldwide localization of consumer printers, running 6–12 concurrent projects in up to 26 languages on time and within budget.
- Coordinated engineering, product marketing, regional teams, documentation, QA, operations, and outside vendors; improved department workflow and built intranet tools that saved hundreds of hours per project.

Earlier Career 1995 – 2000

Coca-Cola Enterprises (Account Manager) | Fastenal (Operations Manager / Assistant General Manager) | Lexington, KY

- Launched a Fastenal tool division with first-year sales over \$500,000; managed warehouse, inventory, and key accounts while sustaining 30%+ sales growth and training new salespeople.

TECHNICAL ENVIRONMENT

Cloud & platform: AWS (EKS, Outposts, ECR, ALB/NLB, WAF, IAM/SSO, Secrets Manager, VPC), Kubernetes, Docker, ArgoCD/ GitOps, Keycloak, Ansible, Terraform, CI/CD

Observability & operations: Prometheus, Grafana, Observe, Zabbix, PagerDuty, incident command, root-cause analysis, runbooks

Compliance: FedRAMP / GovCloud, GDPR, ISO 27017

Development: Python, PHP, Go, Bash, JavaScript, SQL (MySQL, PostgreSQL, Oracle), Laravel, WordPress, REST/SOAP, Git, Jira, Confluence

EDUCATION & ADDITIONAL

B.S. Communication, University of Southern Indiana, Evansville, IN

Certified motorcycle safety instructor, Motorcycle Safety Foundation (2018–present): adult-learning-based coaching and classroom facilitation

Fully remote since 2008, working across time zones and international holiday calendars | Spanish, intermediate (CEFR B1)