TYLER DOLLIVER

SENIOR CLOUD ENGINEER

CONTACT

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in [Tyler Dolliver](#)

SKILLS

AWS Services:
- EKS
- RDS
- EC2
- S3
- VPC (networking)
- IAM

Kubernetes:
- Helm
- ArgoCD
- Cluster Autoscaler / Karpenter
- Istio
- External-dns
- Cert-Manager
- External Secrets Operator

General:
- Linux (RHEL / Debian)
- Terraform / Terragrunt
- Docker
- CircleCI
- Github
- Datadog
- Artifactory
- Harbor
- Perimeter 81
- Teleport

Scripting Languages:
- Bash
- Python

PROFILE

Skilled Cloud Engineer with extensive experience in designing and optimizing cloud-native infrastructure within the AWS ecosystem. Experienced with Kubernetes orchestration, Terraform, and maintaining CICD pipelines. Adept at driving cost optimization, enhancing security through best practices. Motivated to expand my technical expertise and contribute to innovative solutions. Seeking to bring a proactive mindset and technical leadership to help deliver high-performing, secure, and resilient cloud solutions.

WORK EXPERIENCE

Senior Cloud Engineer

Thrasio | 2023 - Present
- Led AWS cost optimization initiatives that reduced monthly spend from $127,684 to $34,659 by simplifying infrastructure, right-sizing resources, and optimizing scaling strategies, resulting in a 72% cost reduction while maintaining system performance and reliability.
- Led the implementation of AWS infrastructure and deployment pipeline for Thrasio's Affiliate platform, leveraging services such as EKS, RDS, Cognito, Lambda, SES, ElastiCache, S3, WAF, and Secrets Manager. Delivered a scalable and secure solution through a Terraform-based GitOps approach, ensuring streamlined deployment and infrastructure as code best practices.
- Orchestrated the migration from an end-of-life version of Airflow to the latest 2.X release, implementing a fully GitOps-driven approach to streamline deployments and ensure consistency. Enhanced platform security by integrating user roles with Okta, enabling robust access management and alignment with organizational compliance standards.
- Contributed extensively to Thrasio's documentation, creating clear and comprehensive resources to support team workflows. Encouraged learning through consistent knowledge sharing, mentoring both new and experienced team members to enhance collaboration and technical expertise.

Cloud Engineer II

Thrasio | 2021 - 2023
- Collaborated with cross-functional teams across time zones (US and India) to troubleshoot complex issues, deliver infrastructure solutions, and document processes for future maintainability and repeatability..
- Led the transition from manual console-based infrastructure provisioning to an automated, scalable workflow using Terraform and Terragrunt.
- Spearheaded the patching of an end-of-life EKS cluster, coordinating with service teams to update Helm charts and ensure compatibility with the latest Kubernetes APIs.

T Y L E R   D O L L I V E R

Certifications

- AWS Certified Solutions Architect - Associate

WORK EXPERIENCE CONTINUED

Linux System Administrator II

Rackspace | 2015 - 2021

- Delivered advanced technical support to enterprise customers, resolving complex infrastructure and application issues via phone and support tickets, ensuring minimal downtime and high satisfaction.
- Diagnosed and resolved root causes of critical issues, collaborating with cross-functional teams (Network Security, Virtualization, Storage) to implement effective solutions.
- Conducted system patching, security scanning, and configuration management to meet stringent OS performance and security requirements.
- Automated OS management tasks across hundreds of devices using Bash scripting and Ansible, significantly improving efficiency and consistency in operations.

Linux System Administrator I

Rackspace | 2014 - 2015

- Delivered advanced technical support for Linux-based systems (Ubuntu, CentOS, RedHat), resolving complex issues and serving as a key escalation point for Support Specialist teams.
- Managed and troubleshot issues on many environments including VMWare virtual environments, dedicated on premises, and cloud (Rackspace, AWS, Azure)
- Administered and optimized web servers (Apache, Nginx) and databases (MySQL), including troubleshooting replication issues and tuning performance to meet customer SLAs.
- Responded promptly to support inquiries via phone, tickets, consistently meeting SLA timelines and maintaining high customer satisfaction.

Support Specialist III

Rackspace | 2013 - 2014

- Acted as the front line technical contact for customers, delivering prompt and effective technical support via phone and support tickets, enhancing overall customer satisfaction.
- Monitored infrastructure and application performance using monitoring tools such as Nimbus and Zabbix, swiftly identifying and resolving issues to minimize service interruptions and maintain high uptime standards.
- Diagnosed and resolved OS-level issues on Linux and Windows systems.
- Coordinated complex incident triage processes, ensuring swift resolution by efficiently routing issues to specialized teams (Network Security, OS Administration, Storage), reducing mean time to resolution (MTTR).