

JORDAN KNOX

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DIRECTOR, CLOUD OPERATIONS

115+ CUSTOMER ORGANIZATIONS SUPPORTED | 1,300+ END USERS SERVED | 32% AWS COST REDUCTION

TURN OPERATIONAL CHALLENGES INTO PRACTICAL SOLUTIONS THAT HELP TEAMS AND BUSINESSES MOVE FORWARD.

Technical operations leader with 20+ years of experience aligning technology initiatives, operational capacity, and customer needs to support business growth and long-term scalability. Specialize in helping organizations navigate change, scale service delivery, and translate operational realities into informed business decisions, notably, supporting the transition from customer-hosted deployments to a cloud-delivered platform serving 115+ organizations and 1,300+ end users.

Recognized for identifying operational risks before they become business problems, translating technical complexity into actionable decisions, and creating repeatable frameworks that support growth without sacrificing reliability. Combine hands-on technical credibility with a people-first leadership style that strengthens teams, improves adoption, and accelerates execution.

Cloud Infrastructure Management | AWS Cost Optimization | SaaS Operations | Infrastructure Modernization | Service Reliability | Operational Governance | Incident Response | Cloud Migration | Team Development | Deployment Management | Vendor Management | Stakeholder Alignment | Capacity Planning | Infrastructure Automation | Technical Delivery

CAREER HIGHLIGHTS

- Balanced customer needs, operational capacity, and business priorities during periods of rapid growth.
- Built cross-functional teams spanning support, integrations, QA, and development.
- Retained customers amid industry-wide migration toward cloud-native competitors.
- Created repeatable delivery frameworks that accelerated customer onboarding.
- Bridged executive strategy and technical execution across 20 years of organizational growth.

PROFESSIONAL EXPERIENCE

PropStream | Lake Forest, CA

04/2024-08/2026

Cloud Operations & Site Reliability Engineer

Joined a cloud-first SaaS organization to deepen expertise in AWS operations, observability, automation, and modern reliability practices. Partner with engineering, security, and operations teams to support production environments, strengthen release readiness, improve cloud governance, and reduce operational risk across development, QA, beta, and production systems.

- Reduced AWS spend 32% through rightsizing initiatives, reserved instance planning, and ongoing cloud governance practices.
- Strengthened deployment reliability by supporting blue/green release strategies, production validation processes, and rollback readiness across multiple environments.
- Improved incident response workflows through monitoring enhancements, alerting optimization, and operational visibility initiatives leveraging CloudWatch and PagerDuty.
- Supported vulnerability remediation efforts across cloud infrastructure by partnering with security and engineering teams to prioritize, track, and resolve findings identified through Wiz, Ionix, and related assessment tools.
- Expanded operational automation through CloudFormation, AWS Systems Manager, scripting, and monitoring-triggered remediation workflows that reduced manual intervention and accelerated service recovery.
- Contributed to cloud security, governance, and risk-management efforts through configuration reviews, endpoint protection administration, incident-response support, and compliance-focused operational practices.

Rapattoni Corporation | Westlake, CA

02/2004-03/2024

Manager of Technical Operations

Advanced from technical contributor to operational leader during a 20-year tenure supporting a software organization serving more than 115 customer environments and 1,300+ end users. Directed teams spanning technical support, integrations, QA, and development coordination while partnering closely with executive leadership on staffing, modernization planning, customer retention initiatives, and operational scalability. Became a key architect of the company's transition from customer-hosted deployments to a cloud-delivered service model, helping reshape how the platform was delivered, supported, and grown.

- Championed a cloud-hosting strategy that enabled migration of 115+ customer organizations and 1,300+ end users, strengthening competitiveness against emerging cloud-native providers while supporting recurring revenue growth.
- Built a repeatable migration and onboarding framework that transformed customer implementations from highly customized efforts into a standardized, scalable delivery model.
- Grew and led multidisciplinary teams across support, integrations, QA, and development functions.
- Promoted internal talent into expanded technical roles while overseeing hiring, workforce planning, performance management, and employee development.
- Improved service continuity through monitoring, automated recovery workflows, and resiliency planning that reduced operational disruption and minimized after-hours escalations.
- Served as a trusted operational advisor to executive leadership, interpreting customer feedback, competitive intelligence, resource constraints, and technical realities into actionable business recommendations.

EDUCATION & PROFESSIONAL DEVELOPMENT

Kong Gateway Foundations – Kong (2026)

ITIL 5 Foundation – PeopleCert, in progress

OpenTelemetry (LFS148) – Linux Foundation, in progress

Moorpark College – Cybersecurity & Cloud Infrastructure coursework (CNSE)

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, RDS, S3, IAM, CloudWatch) | Microsoft Entra ID
- **Infrastructure:** Cloud Migration | Cloud Architecture | Hosted SaaS Environments | Private Cloud Environments | Auto Scaling
- **Automation:** CloudFormation | AWS CLI | AWS Systems Manager | PowerShell | Bash
- **Monitoring & Reliability:** PagerDuty | CloudWatch | Observability Practices | SLIs | SLOs
- **Security:** CrowdStrike Falcon | Wiz | Ionix | AWS WAF | AWS Shield | Vulnerability Management
- **Operating Systems:** Windows Server | Linux (RHEL, CentOS, Ubuntu)
- **Databases:** PostgreSQL | Microsoft SQL Server
- **Development & Collaboration:** Git | Jira
- **Methodologies:** Agile | Scrum