

JORDAN SUMNER

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I am a Cloud Computing undergraduate with experience in IT support and cloud infrastructure, complemented by 10 years in public service serving as a first responder. Certified by multiple CompTIA certifications, AWS, Linux, and ITIL, with a track record of deploying secure, scalable environments and solving complex technical challenges. **Four years of experience in the following areas:**

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|---|---|--|
| <input type="checkbox"/> AWS & Azure | <input type="checkbox"/> Windows OS / Server 2019 | <input type="checkbox"/> MacOS |
| <input type="checkbox"/> Linux OS / Server | <input type="checkbox"/> Ubiquiti/Unifi Deployment | <input type="checkbox"/> Network Server Installation |
| <input type="checkbox"/> Microsoft 365 | <input type="checkbox"/> LAN/WAN Troubleshooting | <input type="checkbox"/> TCP/IP and Ports |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> IP Phone/Camera Installation | <input type="checkbox"/> Network Protocols |
| <input type="checkbox"/> Verbal/Written Communication | <input type="checkbox"/> Investigation and troubleshoot | <input type="checkbox"/> Emergency Response |

TECHNICAL PROJECTS

AWS, Azure, and Personal Deployment

College and Personal – April 2021 – Present

- Built, deployed, and troubleshoot AWS and Azure cloud infrastructure in the console or as IaC
- Created a hybrid cloud site-to-site infrastructure in Azure to allow on-premises resources to connect to cloud resources using Azure Virtual Network, VPN, and Local Network Gateways
- Build cloud infrastructure on Azure and AWS to host web applications using VMs, Docker containers, and Kubernetes.
- Integrated the Azure Foundry AI agent into an API Web application
- Hosted static web applications using AWS S3
- Hosted a Static web application in AWS CloudFront
- Configure CI/CD pipelines in Azure and AWS to allow automated testing, integration, and deployment of web applications.
- Configured SSO in AWS to a web application using the Microsoft SSO page attached to Azure Entra
- Access, configure, and patch AWS virtual machines using SSM, enhancing security and automating operations tasks.
- Create and troubleshoot configuration errors in private DNS zones to allow access to internal web applications in Azure.
- Added AWS Application Load Balancer to a web application hosted on two VMs in two different availability zones to manage large traffic flows and provide a redirect if one VM goes offline.
- Built a two-tier cloud infrastructure to separate the end web application in a publicly accessible subnet from a database in a private subnet, and configured routing policies to allow API communication between the public and private subnets, following best security practices
- Create users and groups in Microsoft Entra through Azure. Implement least-privileged access for these users by assigning policies to the user or to the groups the user belongs to, or by assigning roles for temporary access to resources.
- Created extensive documentation on deployment and troubleshooting cloud infrastructure
- Use CloudWatch and CloudTrail to monitor and review cloud infrastructure resources.
- Deploy AWS Security Hub to help detect, prioritize, and respond to security issues.

EDUCATION

WESTERN GOVERNORS UNIVERSITY, Millcreek, Utah

Bachelor of Applied Science, Cloud Computing (2024)

TECHNICAL SKILLS

- **Cloud Providers:** AWS and Azure
- **IaC:** Python and Terraform
- **AWS Services:** CloudFront, ACM, Route53, EC2, VPC, S3, Lambda, Amazon EventBridge, Security Hub, IAM, CodePipeline, CloudFormation, SSM, CloudWatch, EFS, Secrets Manager, Routing Tables, Security Groups
- **Azure Services:** Entra, Key Vault, Azure DevOps, VNet, VM, VNet Gateway, App Service, Azure SQL Server/Database, Load Balancer, Storage Accounts, Monitor, ACR, AKS, Foundry, Security Groups, and Routing Tables.
- **Soft Skills:** Writing technical documentation, end-user training, vendor management, root cause analysis, and communication

PROFESSIONAL EXPERIENCE

Desktop Administrator (Seasonal)

Washington County 4H - April 2023 – Present

- Maintained and provided support to a laptop cluster during auction events, ensuring zero downtime.
- Talk with software vendors to obtain or renew licenses.
- Test, deploy, and troubleshoot new client software to ensure it is functional and ready for production use.
- Configured temporary LANs with travel routers and dedicated wireless LTE mobile hotspots.
- Ensured zero system downtime during high-stakes auction events, generating \$400K+ revenue.
- Document setup, common problems encountered, and how to resolve them.
- Provide remote assistance via telephone and remote access to identify and analyze the root causes of desktop or network issues.
- Ability to solve problems and work independently in highly stressful and dynamic situations.
- Provide feedback and recommendations to implement new hardware solutions for network connectivity.
- Deliver strong customer service and interpersonal skills with a diverse range of customers.

Administration Specialist II

Washington County Imaging and Archiving - September 2020 – Present

- Serve as IT Liaison between technical teams and non-technical colleagues.
- Asset management for thousands of County Department records and tracking the movement of these objects between departments.
- Maintain lifecycle management of on-premises and off-premises inventory
- Follows departmental policies and procedures when handling confidential material.
- Attention to detail, managing and inputting thousands of metadata points for objects used by other departments for public access into Laserfiche and Versatile Database, and following lifecycle policies

First Responder (EMT/Firefighter/Sheriff Deputy)

Washington County Sheriff's Office / Warm Springs Fire / Metro West - June 2008 – December 2019

- Hands-on experience using a ticketing system to manage emergency calls and resolve problems.
- Developed soft skills, such as written and verbal.
- Independently find root causes and solve problems independently or as a team.
- Reliable in responding to on-call and emergency events.

Certifications:

CompTIA A+
CompTIA Project +
ITIL Foundations

CompTIA Network+
CompTIA Cloud+
AWS Cloud Practitioner

CompTIA Security+
Linux Essentials