

Ryan Daniel Willis | Atlanta, GA (Remote OK, Willing to Relocate)

Site Reliability / Cloud Infrastructure Engineer | Security Focused Ops

ryan@danielscience.com | 404-989-9356

Github: <https://github.com/RyanDanielWillis>

LinkedIn: <https://www.linkedin.com/in/danielscience/>

Website: [DanielScience.com](http://DanielScience.com)

Site Reliability / Cloud Infrastructure Engineer with 10+ years running Linux and hybrid cloud environments supporting 100K+ users and multi-million-dollar platforms. Led enterprise migrations, 24/7 on-call SRE, and tooling that improved uptime, observability, costs, and team throughput. Navy veteran and hands-on leader who trains junior engineers and builds secure, data-driven automation across AWS, Azure, and on-prem systems.

## EXPERIENCE

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### Sangoma Technologies — Tier 2 Support Engineer



Atlanta, GA | May 2023 – Present | 2.5 years (Promoted <12 months)

- Support Linux workloads across AWS, Azure, and hybrid environments powering 100K+ users, helping maintain 99.99% uptime for cloud voice platforms.
- Participate in large enterprise cloud and hybrid migrations, troubleshooting firewalls, load balancers, WAN links, switches and PBX systems to minimize disruption.
- Member of 24/7 on-call rotation for \$10M+ revenue-generating services; consistently rank #1 on team KPIs (response time, NPS, quality, issues resolved).
- Perform packet capture and network analysis (Wireshark/tcpdump, SIP/TCP/UDP) to resolve complex break/fix and security-related incidents.
- Collaborate with engineering and product teams to escalate recurring issues and improve monitoring, runbooks, and incident response workflows.

### TrellisRx — System Administrator → Data Analyst (Promoted)



Atlanta, GA | Jun 2019 – May 2023 | 4 years

- Supported pharmacy staff across multiple hospital sites as a System Administrator, managing Azure Intune, servers, and access for 300+ users in a regulated healthcare environment (HIPAA-driven access and security controls).
- Implemented and maintained security policies and patching for in-house pharmacy software and infrastructure handling sensitive patient and medication data.
- Promoted into a Data Analyst role based on performance and initiative in automating manual tasks and improving reporting for clinical teams.
- Built Python/SQL/AWS dashboards on pharmacy and claims data that helped reduce drug spend by ~20% while preserving data quality and compliance.
- Integrated and cleaned data from on-prem and custom pharmacy systems, improving reliability of metrics used by pharmacy leadership for staffing, inventory, and patient outcomes.



Arrowhead Clinic & The Brown Firm



### Social Media Marketing Manager (Side Consulting)

Atlanta, GA | May 2021 – May 2023 | 2 years

- Led team of 5-10; built Linux orchestration tools (Python/JS/SQL), driving 28% profit growth
- Automated keyword research, content distribution, analytics reporting systems

## Palmetto Digital Marketing Group — General Manager (Employee #1)

Charleston, SC | Jan 2018 – Jun 2019 | 1.5 years

- Grew startup to multi-million revenue (30+ employees)
- Developed an eCommerce data import/reporting platform enabling lean operations
- Oversaw junior associates' workload, setting clear priorities and redistributing tasks to avoid bottlenecks during peak demand.



## Inmotion Hosting — Web Server Administrator and Developer

Virginia Beach, VA | Dec 2015 – Dec 2017 | 2 years

- Managed and hardened Linux web servers for SMB clients, improving uptime and security of PHP/JS/C# applications.
- Built an internal troubleshooting dashboard that cut average handling time for support tickets by 20–30%.



## U.S. Navy — System Administrator

Jun 2011 – Jun 2015 | 4 years

- Detected foreign network threat, deployed patches during critical mission (awards received)
- Managed mission-critical servers, switches, and network infrastructure supporting Navy operations, helping keep core services available during deployments.
- Handled cryptographic equipment and key material in accordance with Navy and DoD procedures, ensuring secure communications and compliant handling of sensitive data.
- Helped deploy my unit's first Citrix environment, working with leadership to stand up VMs, configure access, and train end users on new remote systems.

## EDUCATION & CERTS

Bachelor of Computer Science, ECPI ( 2015)

ITIL ✓ | PMP ✓ | AWS Associate ✓ | CCNA ✓ | Security+ ✓ | Network+ ✓ | A+ ✓ | MCP ✓

## SKILLS

**SRE & Operations:** On-call incident response, runbooks, post-incident reviews, packet capture (Wireshark, tcpdump), performance and capacity troubleshooting

**Cloud & Platforms:** AWS (EC2, S3, Lambda), Azure, hybrid environments; Linux/Windows administration

**Infrastructure & Networking:** Firewalls, VPNs, load balancers, routing/switching, TLS/PKI, Nmap

**Containers & Orchestration:** Docker, Kubernetes, VMware, Citrix

**IaC & Automation:** Terraform, Ansible, CI/CD pipelines, Bash, Python, PowerShell, SQL, Go, C/C++

**Monitoring & Observability:** Grafana, Prometheus, logging and alerting design

## ADDITIONAL ACTIVITIES

- Building NetHero and home labs with honeypots and small distributed services to practice SRE, observability, and Purple Team security with friends.
- Member of 2600 and Python Atlanta, experimenting with security, automation, and new tools.
- Volunteer at Side by Side in Atlanta, using technology to help people with disabilities live more independently.