Ryan King

DevOps Engineer

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PROFESSIONAL SUMMARY

Engineer with a focus on site reliability, infrastructure, platform, and operations across Linux, Windows, macOS, and cloud. Production operations spanning disaster recovery, observability, automation, software delivery, and incident response. Engineering competencies built on a systems administration foundation. Subject matter expert for business-critical platforms at Edward Jones. Reverse-engineered undocumented architecture, built disaster recovery programs that cut discovery-to-recovery from no plan at all to roughly 8 hours, owned large-scale infrastructure upgrades completed with no downtime. Quantifiable, documented successes: a failover exercise with production on an alternate data center, SLI/SLO-based monitoring and alerting that increases uptime and incident observability, automation that removes both stress and margin for error. Thrives in regulated, high-availability environments with gated change and measured downtime.

SKILLS

- Languages & Scripting | Python, Bash, PowerShell, SQL, TypeScript, Go
- Infrastructure & Cloud | Ansible, Terraform, Docker, Kubernetes, Helm, AWS, Azure, Linux (RHEL/Debian), macOS, Windows Server
- Observability & Tooling | Grafana, Dynatrace, Splunk, Prometheus, Git, GitHub Actions, Jenkins
- AI & Automation | LLM APIs, Model Context Protocol (MCP), agent orchestration, Ollama
- Core Competencies | CI/CD, Disaster Recovery, Root Cause Analysis, SLO/SLI, DNS/DHCP/VLANs, Capacity Planning, Change Management, Agile/Scrum

EXPERIENCE

Engineer III | Edward Jones | St. Louis, MO (Remote) Nov 2022 – Present

- Became the de facto SME for a legacy document-processing platform handling millions of documents per year following the prior SME's passing, leaving only happy-path documentation.
- Reverse-engineered undocumented architecture across 2 data centers, 50 servers, and 4 SQL databases, mapping 6 dependent internal applications.
- Built the disaster recovery program from nothing with a phased failover plan cutting discovery-to-recovery to 8 hours.
- Ran a 40-hour failover exercise with 4 teams (SQL DBA, storage, NOC, product team) and 8 engineers, including a 24-hour stress test with production running from the alternate data center.
- Automated the manual failover procedures in PowerShell: 12 hours of manual labor reduced to 90 seconds of scripted execution.
- Led an enterprise application upgrade as principal engineer across 19 teams (9 infrastructure, 10 product, each running its own UAT), commissioning 14 production servers (2 SQL, 8 RHEL, 4 Windows).
- Shipped with zero production downtime via concurrent deployment and phased migration, with team sign-off prior to drop-dead date.
- Built out application infrastructure (firewall rules, network configs, security groups, NAS shares, F5 load-balancer farms, machine aliases, certificates) and owned the CI/CD pipelines, including Helm-based deployments.
- Owned a SQL 2016 to 2019 application upgrade with zero downtime across 176 servers (80 application, 16 license, 64 processing station, 8 new plus 8 outgoing SQL DB).
- Coordinated NOC and SQL DBA teams through F5 load-balancer farm rotation across 2 scheduled overnight implementation windows.
- Built Grafana, Dynatrace, and Splunk dashboards tracking saturation and service SLIs (CPU, disk, memory, network, error-queue depth, application crash rate) with severity-based alerting against defined SLO thresholds.

- Created Kubernetes pod health/readiness views and monitoring of file-based MongoDB and Kafka certificate secrets.
- Run de facto 24/7 production support with no official on-call rotation, resolving load-test routing failures through Splunk and Dynatrace log analysis.
- Plan capacity, manage dozens of security certificates (vendor-issued, self-signed, CA), and patch RHEL and Windows fleets with Ansible as the primary automation tool.
- Train offshore contractor teams in troubleshooting escalation, error log analysis, vulnerability patching, and automation repair as tech lead – the only infrastructure engineer on a software developer team.

Field Systems Analyst II | The Purple Guys | Kansas City, KS Mar 2022 – Aug 2022

- Served as the technical point of escalation for peers on complex server, networking, and software issues.
- Implemented and maintained IT infrastructure as MSP for 30+ SMB clients, managing Windows Server and macOS enterprise environments and firewall configurations.

Senior IT Support Technician | University of Kansas | Lawrence, KS Jul 2018 – Mar 2022

- Led large-scale imaging and deployment projects – up to 60 workstations – supporting 4 departments across 3 buildings, 100+ faculty, and 100+ graduate teaching assistants.
- Owned workstation, server, and software lifecycle in Windows, Linux, and macOS environments: licensing, hardware repair, inventory, refresh planning.

IT Specialist | BestMacs | Lawrence, KS May 2017 – Jul 2018

- As MSP for 20+ SMB clients, designed 3-2-1 backup strategies with regular audits, owned the VPN, videoconferencing, and telecommuting stack, managed employee onboarding/offboarding, workstation deployment, and software delivery.
- Provided enterprise tech stack architectural design for prospective clients.

Senior AppleCare Advisor, Mac+| Apple Inc | Cupertino, CA (Remote) Mar 2012 – May 2017

- Performed advanced iOS and macOS troubleshooting with diagnostic-log root-cause analysis for hardware and software failures, managing 3 live end-user cases simultaneously.
- Created technical writing, internal documentation, and designed and delivered training content to peers.

PROJECTS

Multi-Agent Orchestration Plugin (TGO) Jul 2026 – Present

- Built an open-source TypeScript plugin for the OpenCode AI coding agent that turns one model call into a governed ensemble of specialist agents – boolean verification gates on every delegated task, judge kept separate from the doer, research-grounded against the MAST taxonomy of multi-agent failures; ships with GitHub Actions CI.

SMB Web Infrastructure Overhaul Nov 2025 – Present

- Migrated a local business to a new JavaScript and Tailwind static web framework with custom site redesign, provided full domain transfer, DNS configuration, professional domain email with end-to-end encryption, SEO best practices, web analytics, and commissioned branding.

Self-Hosted Homelab May 2025 – Present

- TrueNAS SCALE storage on RAID-Z2 with VLAN isolation; Docker stack includes a FoundryVTT TTRPG server with custom LiveKit audio/video integration capable of serving 20+ concurrent users, a media server with Discord-bot automation (plaintext requests in, search-and-download out), and Prometheus and Uptime Kuma alerts to Discord with sub-60 second response.

EDUCATION

Bachelor of Music | University of Kansas Graduated: 2011