

James Conway

Architecture · Infrastructure · DevOps · Cloud · Security

SUMMARY

Twenty-eight years in systems administration, DevOps, full-stack development, and IT management. I architect enterprise infrastructure and lead the teams that run it — hybrid-cloud migrations, Zero Trust programs, and a consistent record of taking cost out without taking capability with it. Lately that includes designing autonomous AI workflows and putting agents on the repetitive parts of infrastructure management, incident response, and IT governance. Where they earn their keep, and only there.

PROFESSIONAL EXPERIENCE

Senior Systems Administrator

XTIVIA | Colorado Springs, CO

November 2015 - May 2026

- Directed a team of 6 network administrators and DevOps engineers, overseeing daily IT operations, performance, security, and vendor management.
- Built a Terraform CI/CD pipeline on Jenkins for secure, cost-efficient, automated infrastructure delivery, with linting, security scans, policy checks, approvals, documentation, and SBOM reporting built into the run.
- Sourced, configured, and deployed CyberArk's AI-powered Identity Governance and Administration (IGA) platform to all department managers. Unified standard governance with Privileged Access Management (PAM) to automate access reviews, streamline identity lifecycles, and enforce least-privilege security across cloud, SaaS, and on-premises environments for both human and non-human identities.
- Spearheaded transition from ManageEngine to NinjaOne RMM, managing the entire lifecycle from initial vendor research and proof-of-concept to full platform configuration. Migrated the data without a gap in coverage and rolled the NinjaOne agent out to the entire global endpoint fleet, improving patch compliance and remote monitoring efficiency.
- Partnered with Zscaler to implement a Zero Trust cybersecurity framework and executed regular vulnerability remediation SLAs.

Founder / Lead IT Consultant

Foothills Digital | Denver, CO

June 2006 - November 2015

- Administered core hybrid-cloud (AWS/Azure) network infrastructure (DNS, DHCP, TCP/IP, VPNs) and enterprise email (Exchange/M365).

TECHNICAL SKILLS

Enterprise Infrastructure &

Cloud: Hybrid Cloud Architecture

| High Availability (HA) |

Multi-Region Disaster Recovery

(DR) | Data Center Migration |

AWS (EC2, S3, RDS, IAM, VPC)

| Microsoft Azure | VMware

vSphere/ESXi | Hyper-V | KVM

DevOps, Automation & IaC:

Infrastructure as Code (IaC) |

CI/CD Pipeline Design | GitOps |

Configuration Management |

Build/Release Automation |

Terraform | AWS CloudFormation

| Ansible | Puppet | Chef | n8n

Containerization &

Orchestration: Kubernetes |

Docker | Podman | OpenShift |

Helm | Container Security

CI/CD & Development Tools:

Jenkins | GitLab CI/CD | GitHub

Actions | Azure DevOps |

Bitbucket Pipelines | Git/GitHub |

REST APIs

IT Operations & Technical

Leadership: Budgeting & Vendor

Management | ITIL Framework |

Agile/Scrum/DevOps Project

Management | Technical

Leadership

Monitoring & Observability:

Prometheus | Grafana | Datadog |

Splunk | New Relic | Nagios

AI, ML & Local LLM

Frameworks: Gemini | Claude

Code | Perplexity | Ollama

- Managed cross-functional IT projects, mentored junior engineers, and bridged communication between executives and technical teams.
- Led disaster recovery planning and execution, cutting recovery time objective (RTO) by 45% during quarterly failover testing.
- Architected and maintained the Active Directory and VMware environments behind 99% infrastructure uptime across 12 regional sites.
- Led full-stack development for a high-profile client's CRM and e-commerce platforms, migrating legacy infrastructure to a React/Node.js stack that cut page-load times by over 50% and lifted mobile conversion by 18%.

Full-Stack Engineer

Bootstrap Brands | Tampa, FL

March 2003 - June 2006

- Engineered core internal tooling that automated client onboarding and environment provisioning, saving the engineering department 25+ hours of manual DevOps labor a week and taking human error out of deploys.
- Delivered end-to-end applications for 20+ client projects across fintech, healthcare, and SaaS; met every production deadline and held a 100% post-launch client satisfaction rate across three years.
- Authored technical documentation and established standardized ITIL frameworks for incident management and change control.
- Architected and scaled a modular, multi-tenant internal framework used by 20+ client teams, cutting new-project kickoff times by 40% and removing over 100k lines of redundant code.

EDUCATION

Bachelor of Computer Information Systems

Remington College | Tampa, FL

June 2000 - December 2004

- GPA: 3.85
- Minor: Cryptography and Encryption

Networking, Security &

Compliance: Identity & Access Management (IAM) | Perimeter Security | Vulnerability Remediation | Audit & Compliance Management | TCP/IP | DNS/DHCP | VPN | Firewalls (Palo Alto, Cisco) | Load Balancers (F5, NGINX) | SSL/TLS

Operating Systems &

Scripting: Linux (RHEL, Rocky, Ubuntu, Debian) | Windows Server (2016–2025) | macOS | Python | Bash/PowerShell | Go | PHP | Java | JavaScript | TypeScript | Ruby

CERTIFICATIONS

Red Hat Certified Developer in Cloud-Native Applications
(2024-2026)

Azure Solutions Architect Expert
(2021-2024)

AWS Certified DevOps Engineer
(2016-2021)

AWARDS

XTIVIA Award of Excellence:
Outstanding Teamwork & Contribution
2024

XTIVIA Award of Excellence:
Outstanding Teamwork & Contribution
2022

XTIVIA Award of Excellence:
Dedication to Service
2018

Bootstrap Brands President's Award
Technology Innovation & Leadership
2005