

IAN JONES

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[Portfolio](#) | [LinkedIn](#)

PROFESSIONAL SUMMARY

Technology professional with seven years of experience in startups, and enterprise environments. Currently, I serve as an IT Knowledge Management Specialist at The Anschutz Corporation while pursuing a B.S. in Computer Science at CU Boulder. My professional background in project, knowledge, and change management combined with my academic focus has fueled a deep interest in Software Engineering, DevOps, MLOps, and Cybersecurity. While I've gained significant hands-on experience architecting environments in my homelab with Proxmox, Docker, and Kubernetes, my time at CU Boulder has provided the theoretical depth to match.

PROJECTS

Semantic Search Engine (Semantix)

- Architected a portable microservice using FastAPI and Python to perform semantic document retrieval using vector embeddings and cosine similarity.
- Engineered an ingestion pipeline utilizing Docker and Qdrant (Vector Database) for high-performance document indexing and search.
- Automated multi-environment deployments (Local, Homelab K3s, and AWS) using Helm and Terraform for Infrastructure-as-Code.

DevOps and Infrastructure Homelab

- Designed and implemented a production-stable environment with a 3-node Proxmox cluster and OPNsense for advanced VLAN segmentation and security.
- Deployed a comprehensive monitoring and observability stack using Prometheus, Grafana, and Uptime Kuma to ensure 99.5% service availability.
- Established a robust 3-2-1 backup strategy with ZFS snapshots, local Synology replication, and weekly encrypted syncs to Backblaze B2.

In-Progress: Automated CVE Classification Tool

- Developing a security-focused tool to parse and classify Common Vulnerabilities and Exposures (CVEs) using NLP for automated threat assessment.
- Building CI/CD workflows to automate unit testing and container security scanning during the development lifecycle.

TECHNICAL SKILLS

Programming & Scripting: Python, Bash, JavaScript, C++, SQL, HTML/CSS

AI & Data: ChromaDB, NumPy, Pandas

Infrastructure & Virtualization: Proxmox VE, VMware, TrueNAS (ZFS)

Operating Systems: Linux (Ubuntu, Debian, RHEL), macOS, Windows

Tools: Docker, FastAPI, Git

Databases: SQLite3, Postgres

CERTIFICATIONS

- CompTIA Security+ (Cybersecurity)
- CompTIA A+ (IT Operations)
- Prosci Certified Change Practitioner (PCCP) (Organizational Change)

PROFESSIONAL EXPERIENCE

The Anschutz Corporation | Nov 2024 – Present

IT Knowledge Management Specialist

- Architected documentation strategies for 5 enterprise IT teams, standardizing workflows to improve cross-functional engineering visibility.
- Engineered process automation solutions using Power Automate and SharePoint, significantly reducing manual overhead for technical teams.
- Executed technical implementation of SharePoint as a centralized CI/CD-style knowledge hub for technical documentation.

Urgent.ly Inc | Feb 2024 – Nov 2024

Technical Operations Specialist

- Provided L2/L3 support for SaaS platforms, troubleshooting complex user operations and engineering-related technical issues.
- Facilitated technical readiness for product launches by bridging communication gaps between Engineering, Product, and Customer Support.
- Streamlined data operations by managing the technical transition from Tableau to Sigma Computing for real-time analytics.

Happy Money | May 2022 – Feb 2024

Knowledge Management Specialist

- Optimized system integration for Genesys CRM, reducing response times by 50% through technical training and process automation.
- Developed and maintained technical SOPs and automation scripts that boosted operational productivity by 20%.
- Supported high-frequency product deployments by authoring technical job-aides and coordinating with Engineering and Product teams.

EDUCATION

B.S. in Computer Science - CU Boulder

Coursework Includes:

- Systems & Theory: Data Structures, Algorithms, Discrete Structures, Computer Systems, Software Development Tools.
- Data & Intelligence: Natural Language Processing, Data Science (Prob/Stats), Linear Algebra, Cognitive Science, Data Visualization.
- Upcoming: Design and Analysis of Operating Systems, Principles of Programming Languages.

B.S. in Business Administration - FGCU