

IAN ALTEMUS

Cloud Infrastructure & DevOps Engineer

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PROFESSIONAL SUMMARY

Cloud Infrastructure and DevOps Engineer who built and operates a production AI SaaS platform on AWS, backed by technology and operations leadership across two businesses since 2019. Specializes in event-driven architecture, Kubernetes platforms, DevSecOps pipelines, and multi-account cloud design, with production systems running under live customer load. Now transitioning full-time into engineering organizations: bringing end-to-end production ownership, seeking the scale and team rigor that only exist inside one.

PROFESSIONAL EXPERIENCE

Cloud Infrastructure Engineer | SilverLink AI Mar 2023 – Present

- **Achieved a 27% DM-to-booking conversion rate and cut response time from 6 hours to under 60 seconds** by architecting a multi-tenant AI SaaS platform on AWS, live with paying clients and processing real production traffic.
- **Sole engineer across every layer:** infrastructure, networking, backend services, CI/CD, observability, security, and AI orchestration. When any layer breaks, I am the one who fixes it.
- **Built an agentic booking pipeline** with Playwright and Claude tool-calling that detects booking intent in live conversation, navigates external booking systems, and returns availability via Instagram DM. Validated end-to-end in production.
- **Deployed event-driven AWS infrastructure** with ECS Fargate, SQS with DLQ retry strategy, DynamoDB, API Gateway, and Terraform; GitHub Actions OIDC with HMAC webhook validation and zero long-lived credentials.
- **Executed a full AWS account migration under active production load with zero downtime**, moving networking, compute, messaging, identity, and API infrastructure (106 Terraform-managed resources) on a compressed timeline.
- **Cut CI/CD build time from 20 minutes to 5** with Docker layer caching and split app/infra pipelines; merges gated by Gitleaks, Bandit SAST, Trivy, and pip-audit.

Technology Lead | Secretive Nail Bar | 3 locations, Southern California Feb 2019 – Present

- Own all technology systems, infrastructure decisions, vendor management, and incident response across a three-location service business; technology supported 23% revenue growth.
- Primary incident commander: structured root cause analysis and layer-by-layer isolation under pressure, with documented post-incident runbooks to prevent recurrence.

TECHNICAL PROJECTS

Trendlink — Enterprise Multi-Account AWS and Kubernetes Platform

- Architected a multi-account AWS environment: hub-and-spoke networking, Transit Gateway routing, SCP enforcement, RAM sharing, and a segmented three-tier VPC with bastion host and private compute subnets.
- Engineered Kubernetes on EC2 private subnets with ArgoCD GitOps, Argo Rollouts canary deployments with automated rollback, Helm, Calico network policies, and RBAC; Vault sidecar injection eliminates Kubernetes Secrets for sensitive values.

Azure Infrastructure — Bicep IaC, AKS, Zero Trust Architecture

- Deployed a production Azure environment via Bicep with Zero Trust design: VNet, NAT Gateway, ACA, NSG, Managed Identity, Key Vault with RBAC, private endpoints. AKS blue-green deployments with traffic shifting, GitHub Actions OIDC, and Azure Monitor observability.

TECHNICAL SKILLS

Kubernetes and Containers: Kubernetes, EKS/AKS, Helm, ArgoCD, Argo Rollouts, Calico CNI, Network Policies, RBAC, Ingress Controllers, HPA, Docker, ECS Fargate

AWS: ECS Fargate, SQS, API Gateway, Lambda, DynamoDB, EventBridge, IAM, CloudWatch, KMS, Secrets Manager, S3, ALB, VPC, ECR, Transit Gateway, Organizations, RAM, SCPs, Route 53, Kinesis

Azure: ACA, AKS, Key Vault, Managed Identity, Bicep, Azure Monitor, Application Insights

IaC and CI/CD: Terraform (modular design, S3 backend, state locking, multi-account provider aliases, OIDC auth), Bicep, GitHub Actions (OIDC, reusable workflows), Jenkins, GitOps, Two-Repo Architecture, Ansible

DevSecOps: Checkov SAST, Trivy, Gitleaks, Bandit, pip-audit, HashiCorp Vault (sidecar injection, AppRole), External Secrets Operator, Zero Trust Pipeline Design

AI and Automation: Anthropic Claude API, AWS Bedrock, Claude Tool-Calling, Agentic Pipeline Design, Playwright, Intent Routing, Multi-Tenant AI Architecture, Conversation State Management

Observability and Security: Prometheus, Grafana, CloudWatch, Azure Monitor | IAM Least-Privilege, KMS, HMAC Webhook Verification, Zero Trust, mTLS, Calico Network Policies

Languages: Python (Flask, boto3), Bash, HCL, YAML, Git

EDUCATION AND CERTIFICATIONS

B.S. Cloud Computing and IT Network Engineering | Western Governors University | November 2026

AWS Solutions Architect – Associate • **HashiCorp Terraform Associate** • **CKA** (in progress)