



JASON MICHAEL OLIVER

Principal Platform & Infrastructure Reliability Engineer
Distributed Systems • Virtualization • Storage Platforms • AI Infrastructure
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PROFESSIONAL EXPERTISE

AI/ML Workload Infrastructure • Distributed Storage Systems • Platform Engineering • Storage & Virtualization Infrastructure • Hybrid Cloud Infrastructure • Data-Path Performance

PROFESSIONAL SUMMARY

Principal Infrastructure and Reliability Engineer with 15+ years of experience designing, stabilizing, and operating enterprise-scale distributed infrastructure platforms supporting mission-critical workloads.

Deep expertise across virtualization, storage systems, networking fabrics, and hybrid cloud environments, with a strong focus on reliability engineering and data-path performance.

Proven ability to diagnose and resolve complex cross-layer failures spanning compute, hypervisor, storage, and network architectures. Extensive experience supporting large-scale VMware platforms, distributed storage systems, and S3-compatible object storage powering AI/ML workloads and data-intensive environments.

Recognized technical leader trusted to guide architecture decisions, lead high-severity incident response, and drive systemic reliability improvements across multi-vendor enterprise ecosystems. Experienced working with distributed storage architectures designed to scale to exabyte-class data environments supporting AI/ML and analytics workloads on large compute clusters with hundreds of nodes.

PROFESSIONAL EXPERIENCE

Principal Systems & Reliability Engineer August 2023 – December 2023; December 2025 – Present
Independent Consulting (Hybrid / Remote) Austin, Texas

Consulting Confidentiality: Client identities, project details, and internal systems are protected.

- Supported PB-scale distributed storage environments serving large compute clusters and data-intensive AI workloads.
- Provided principal-level consulting across enterprise virtualization, distributed storage, and hybrid cloud infrastructure environments.
- Led deep root-cause investigations for complex performance and availability failures across storage, networking, compute, and virtualization layers, performing failure-domain analysis to identify systemic infrastructure risks.
- Designed and optimized VMware-centric infrastructure integrating SAN, NAS, and S3-compatible object storage platforms.
- Applied reliability engineering methodologies including failure-mode analysis, availability modeling, and operational risk reduction.
- Supported AI/ML training and inference environments utilizing large-scale object storage and high-throughput data pipelines.
- Implemented automation and observability frameworks using Terraform, Ansible, Prometheus, and Grafana.
- Delivered architecture guidance, operational runbooks, and reliability improvement strategies for enterprise infrastructure teams.

Customer Success Engineer (AI/ML & High-Performance Storage) December 2023 – December 2025
VAST DATA (Remote) Austin, Texas

- Served as senior technical advisor supporting exabyte-scale distributed storage platforms powering AI/ML training and data-intensive workloads.
- Supported petabyte-scale distributed storage clusters powering AI/ML training environments, integrating hundreds of compute nodes with hundreds of storage data nodes in high-throughput, low-latency architectures.
- Diagnosed performance and reliability issues across large-scale GPU and compute clusters interacting with distributed object and file storage platforms.
- Performed deep performance analysis across storage, networking, compute, and virtualization infrastructure layers.

Distributed Systems & Infrastructure

- Virtualization platforms (VMware vSphere / ESXi)
- Distributed storage systems (SAN, NAS, object storage)
- Storage fabrics and high-performance networking
- S3-compatible object storage platforms
- Hybrid cloud infrastructure
- Data-path performance analysis and optimization
- Infrastructure reliability engineering
- Kubernetes and containerized platforms
- Observability platforms and telemetry pipelines

OPERATIONS & LEADERSHIP

- Customer Relationship
- Critical Thinking
- Teamwork
- Customer Service
- Customer Support (De)Escalation Management
- Coaching & Mentoring
- Project Management

ENGINEERING FOCUS

- Performance Analysis & Optimization
- Root Cause Analysis
- Virtualization Administration
- Storage Administration
- Systems & Server Administration
- Network Fundamentals
- Cloud Infrastructure Operations

INFRASTRUCTURE PLATFORMS

- **Storage:** Dell PowerStore, Unity, SC Compellent, EqualLogic, ME/MD Series, EMC Clariion/VNX, FluidFS
- **Compute:** Dell PowerEdge, HP ProLiant / HPE HPC
- **Networking:** Cisco / Nexus, Brocade, Force10, Dell Networking
- **Fabric & Adapters:** Emulex, Dell Connectrix

OS & HYPERVISORS

- Microsoft Windows Server
- VMware ESXi / vSphere
- Linux (RHEL, Rocky, Alma, CentOS, SUSE/SLES, Ubuntu, Debian, Oracle Linux)
- Citrix Xen
- Proxmox

- Supported enterprise deployments utilizing **large-scale S3-compatible object storage integrated with hybrid cloud architectures**.
- Collaborated with engineering teams designing **resilient storage architectures supporting high-throughput AI workloads**.
- Acted as **senior escalation engineer diagnosing complex distributed system failures** requiring **cross-layer infrastructure analysis**.

Enterprise Storage & Virtualization Engineering
Dell Technologies (Hybrid/Remote) Round Rock, Texas

June 2011 – August 2023

Career Progression: Enterprise Technical Support Analyst → Senior Analyst → Senior Engineer → Principal Engineer

- Large-scale distributed storage and compute infrastructure supporting petabyte-scale datasets**.
- Served as **senior escalation engineer resolving complex enterprise platform failures** across **storage, networking, compute, and hypervisor layers**.
- Led **root-cause investigations across large-scale VMware and SAN/NAS infrastructure supporting mission-critical enterprise workloads**.
- Provided **architectural guidance for high-availability storage and virtualization platforms**.
- Acted as **technical authority during critical production incidents**, coordinating **cross-team engineering response and service restoration**.
- Diagnosed **distributed system performance failures involving storage fabrics, network transport layers, and virtualization platforms**.
- Mentored engineers and contributed to **internal diagnostics tooling and reliability knowledge bases**.

Infrastructure & Systems Administration
Ithaca City School District, Ithaca, New York

January 2007 – June 2011

Career Progression: Intern Web Developer → Microcomputer Technician → Systems & Infrastructure Administrator

- Managed **Windows and Linux infrastructure supporting enterprise messaging, directory services, and database platforms**.
- Administered **enterprise SAN environments including EMC Clariion Fibre Channel and EqualLogic iSCSI storage arrays**.
- Supported **VMware ESXi and Microsoft Hyper-V virtualization environments**.
- Maintained infrastructure supporting **6,000+ users across 80–100 physical and virtual servers**.
- Improved operational efficiency through **scripting, automation, and internal tooling development**.

EDUCATION

Alfred State College – SUNY College of Technology, Alfred, NY

Bachelor of Technology in Network Administration (Minor in Web Development)	May 2007
Associate in Computer Information Systems	May 2005

INDUSTRY CERTIFICATIONS

VMware Certified Professional – Data Center Virtualization (VCP-DCV)	July 2023
Wireshark Certified Network Analyst (WCNA)	October 2016
SNIA Certified Storage Networking Expert (SCSN-E)	December 2014
SNIA Certified Storage Architect (SCSA)	January 2013
SNIA Certified Storage Engineer (SCSE)	October 2012
CompTIA Storage+ Powered by SNIA	August 2012

REFERENCES

Available upon request

PLATFORMS & AUTOMATIONS

- Infrastructure as Code:**
Terraform
- Configuration Management:**
Ansible
- Observability & Monitoring:**
Prometheus, Grafana
- Containers & Orchestration:**
Docker, Kubernetes
- Cloud Platforms:** AWS, Microsoft Azure, Google Cloud Platform (GCP), Oracle OCI
- Object Storage & Data Interfaces:** Amazon S3, S3-Compatible Object Storage (Hybrid / On-Prem)
- Cloud & Service Models:**
IaaS / PaaS / SaaS

DATASTORES & DATABASES

- MySQL
- Oracle
- MSSQL
- PostgreSQL
- MongoDB
- Redis

ANALYTICS/DATA

PLATFORMS

- Snowflake
- Databricks
- Kafka / Streaming

AUTOMATION & SCRIPTING

- Python
- PowerShell / POSH
- Shell Scripting
- Perl, PHP
- REST APIs
- SQL
- JavaScript / Node.js