

Justin Rodriguez

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Senior Platform Engineer | Cloud Infrastructure, Automation, and Integration

Azure | AWS | Bicep | PowerShell | Automation | Hybrid Infrastructure

SUMMARY

Platform and cloud infrastructure engineer with experience building, automating, and supporting secure Azure, AWS, and hybrid environments. Strong background in platform operations, Infrastructure as Code, cloud engineering, integration workflows, access design, and environment reliability across client and internal systems. Hands-on with Azure DevOps, Bicep, PowerShell, Python, CI/CD, VPN connectivity, PostgreSQL, SQL Server, Azure Data Factory, Azure Functions, and Logic Apps. Known for reducing manual effort, improving deployment speed, increasing environment repeatability, and strengthening operational stability through automation, standardized delivery patterns, and practical systems design. Recent experience includes leading technical operations while remaining close to implementation, troubleshooting, and platform improvement work.

CORE SKILLS

Platform Engineering, Cloud Infrastructure, Hybrid Infrastructure, Cloud Engineering, Platform Operations, Infrastructure as Code, Automation, PowerShell, Python, Bicep, Ansible, Azure DevOps, Git, CI/CD, Azure, AWS, Azure Networking, AWS VPC, VPN Connectivity, Azure Data Factory, Azure Functions, Logic Apps, Integration Workflows, Access Design, Identity and Access Management, Active Directory, LDAP, Group Policy, Windows Server, Linux Administration, PostgreSQL, SQL Server, MariaDB, Azure SQL, IIS, Apache, SSL/TLS, DNS, Virtualization, VMware, NetApp, Pure Storage, Backup and Recovery, Troubleshooting

PROFESSIONAL EXPERIENCE

Wipfli LLP *May 2021-Present*

Continuous tenure from Waypoint Consulting through acquisition by Wipfli.

Technical Operations Manager *Sep 2024-Present*

- Lead a team of 5 consultants delivering platform support, cloud operations, and integration services across Qlik, Power BI, Azure Data Factory, Azure Functions, Logic Apps, Fabric, PostgreSQL, MS SQL, and Azure SQL, supporting roughly 7,500-7,800 tickets annually across client and internal environments.
- Own technical delivery across environment support, platform operations, and integration workflows while remaining hands-on with implementation, troubleshooting, and service reliability.
- Drive PowerShell and Python automation across support and delivery activities to reduce manual effort, improve consistency, and strengthen day-to-day operational execution.
- Standardize documentation, runbooks, templates, and support practices to improve onboarding, maintainability, and repeatable execution across the team.
- Support platform improvement initiatives focused on operational visibility, support quality, and more reliable service delivery across cloud and hybrid environments.

Senior Managed Services Consultant *Feb 2022-Sep 2024*

- Developed reusable Azure Bicep automation and runbooks for customer VPN deployments connecting AWS VPC environments with Azure Virtual Network Gateways, cutting setup time from roughly 12-14 hours to 2-3 hours, saving more than \$20,000, and becoming the standard delivery pattern for future projects.
- Built reusable Azure Bicep templates for resource groups, networking, NAT, virtual networks, virtual machines, and related services, reducing environment setup time from hours to minutes.
- Delivered Azure-based cloud and platform solutions using Azure Synapse, Azure Front Door, Azure Load Balancer, Azure DevOps, and Git to support repeatable environment delivery and CI/CD practices across multiple projects.
- Supported secure non-production and client environments through access controls, environment coordination, and infrastructure changes across Azure and hybrid platforms.
- Built secure demo and client-access environments using Azure Front Door and related networking services to accelerate access to custom applications.
- Worked alongside Azure integration and analytics workflows involving Azure Data Factory, Azure Functions, and Logic Apps as part of broader client platform delivery and operational support.

- Implemented workflows and reporting used in daily management review, reducing SLA risk and improving operational visibility.
- Automated support and contract-validation processes that improved client support handling and reduced exposure to phishing-related requests.
- Developed and maintained team wiki content, runbooks, templates, and support documentation to improve onboarding, knowledge transfer, and repeatable delivery.

Managed Services Consultant *May 2021-Feb 2022*

- Supported managed services engagements focused on platform support, cloud delivery, integration workflows, client issue resolution, and operational consistency.
- Contributed to Azure, integration, and support work later incorporated into broader Wipfli managed services delivery.

Kareo *Senior Network Operations Engineer / Network Operations Engineer*

2015-2021

- Automated deployments, build tasks, and routine operational work using Ansible, PowerShell, batch scripting, and Windows automation tooling, reducing manual administrative effort across infrastructure operations.
- Managed infrastructure spanning VMware, NetApp, Pure Storage, and Windows Server environments supporting development, staging, disaster recovery, and production systems.
- Administered backup and recovery operations using Veeam, Windows Server Backup, and storage snapshot technologies to improve resilience and recovery readiness.
- Engineered custom production patching workflows using Ansible and API-driven automation to improve uptime and operational control.
- Partnered with development teams to troubleshoot platform issues, improve release quality, and increase service stability across customer-facing systems.
- Built and supported infrastructure for Qlik business intelligence environments and related platform dependencies.
- Implemented Microsoft Certificate Authority services supporting SOC 2 and HITRUST compliance initiatives across AWS, GCP, and Terraform-managed environments.
- Streamlined Infrastructure as Code workflows for Windows web applications running on IIS, VMware, AWS, and Pure Storage APIs through Ansible for Windows.
- Designed and implemented a custom Windows patching workflow that contributed to a successful SOC 2 Type II audit.
- Maintained 100% uptime for network operations throughout 2015.

Esri *Server Implementation Analyst*

2012-2015

- Supported enterprise geospatial implementations including geocoding, feature, and map services for large customers.
- Investigated and resolved high-priority technical issues in coordination with technical advisors, leads, and product engineers.
- Configured and troubleshot SSL/TLS, certificates, Java keystores, and trust chain issues for third-party web certificates.
- Diagnosed authentication and federation issues involving SAML, OAuth, reverse proxies, and web security components.
- Created knowledge base articles, workflow documentation, blog content, and forum posts to improve team knowledge sharing and troubleshooting efficiency.
- Used Fiddler, Wireshark, Procmon, Firebug, and SAML Tracer to diagnose connectivity, installation, and application behavior issues.
- Mentored new analysts and helped improve troubleshooting consistency and customer support quality.

ADDITIONAL EXPERIENCE

Technical Support Analyst, QNAP Systems, Inc.

Desktop Technician, Prime Healthcare Management

Information Technician / Cryptologic Technician E-5, U.S. Navy

SELECTED PROJECTS

OpenClaw Local Memory Stack: PostgreSQL + pgvector

- Built and documented a repeatable PostgreSQL and pgvector deployment pattern to support persistent memory and semantic retrieval workflows in local development environments.
- Defined database, schema, extension, role, and permission configuration for reliable Ubuntu-based deployment.
- Captured common failure modes and operator troubleshooting patterns, including wrong-database extension setup, schema permission issues, and environment-variable mismatches, to reduce setup friction and improve repeatability.

Azure Environment Automation with Bicep

- Built reusable Bicep templates and runbooks for customer environment provisioning, including networking, gateways, and environment-specific parameters.
- Replaced manual setup with Infrastructure as Code patterns that reduced provisioning effort, improved repeatability, and supported reuse across teams.

Cross-Cloud VPN Deployment Pattern

- Developed repeatable deployment patterns for secure connectivity between Azure and AWS environments using Virtual Network Gateways, VPC networking, and VPN configuration.
- Improved delivery speed, reduced manual configuration risk, and supported hybrid client integration and data pipeline requirements.

Experimental AI Orchestration Portfolio

- Architected orchestration patterns for AI-driven workflows using scheduled execution, persistent memory, and modular workflow components to support repeatable automation.
- Implemented orchestration and tooling patterns for agent-based workflows and data pipelines, improving reliability and consistency across scheduled tasks.
- Used these projects to demonstrate practical system design, workflow orchestration, automation thinking, and technical documentation.

CERTIFICATIONS

Current:

- Microsoft Certified: Power BI Data Analyst Associate (PL-300)
- Microsoft Certified: Fabric Analytics Engineer Associate (DP-600)

Prior / Historical Certifications:

- Microsoft Certified: Power Platform Functional Consultant (PL-200)
- Qlik Sense Business Analyst
- Qlik Sense System Administrator
- CCNA Cisco Certified Network Associate
- CompTIA A+
- CompTIA Network+

EDUCATION

Bachelor of Science, Networking & Communications Management
DeVry University, Pomona, CA