

<div>Eric Dragon</div> <div>Solutions Alchemist</div> <div><div>+1 719 755 8613</div><div>@ dr@gon.email</div><div>https://dragon.ad</div></div>			
Profiles	<div><div>in</div> <a href="#">linkedin.com/in/ericdrgn/</a></div> <div><div>github</div> <a href="#">github.com/ericdrgn</a></div>		
Summary	<div>Driving efficiency through cutting-edge automation and infrastructure management</div> <div>Accomplished systems wizard and entrepreneur with a proven track record in designing and maintaining scalable systems. Expert in process automation, cloud and on-premises infrastructure management, and AI/ML implementation. Well known for driving efficiency, cutting development time, and boosting productivity through innovative solutions and cross-functional leadership.</div>		
Competencies	<div>U.S. Government Security Clearance: Secret</div> <div>Technical Project Management, Infrastructure Management, System Design and Maintenance, Security Compliance, Automation and Process Improvement, Networking, Performance Optimization, Software Development Lifecycle (SDLC), Site Reliability Engineering (SRE), Technical Writing, Active Directory (AD), AI/ML, RAG</div>		
Skills	<div>CI/CD</div> <div>Jenkins, GitLab, GitHub, CircleCI</div>	<div>Cloud Platforms</div> <div>AWS, GCP, Azure</div>	<div>AI/ML</div> <div>OpenAI, Ollama, Anthropic, Llama, Llamafire, Devin, Groq</div>
Experience	<div><div>[X] By A Dragon</div><div>Oct 2019 - Present</div><div>Technical Consultant</div><div>Implementing AI to do the busy work so you can and your employees can get things done. At the same time spearheading the management and security of diverse infrastructure with a global client base, including self-hosted messaging, forums, cloud, and streaming platforms, while optimizing support and processes for concurrent users.</div><div><div><div>Established and sustained a resilient self-hosted business infrastructure, integrating cloud storage, AI powered messaging and automation workflows, decentralized search engines, phone systems, and project management tools with less than 0.5% downtime over 6 years</div><div>Implemented LLM use across infrastructure locally and via APIs to reduce workload and allow NLP and RAG to be used in day to day workflows. This has resulted in significant workload decreases and happier humans</div><div>Deployed a high-performance documentation site that streamlined information access for a well known blockchain company, which engineered a paradigm shift in communication</div><div>Currently researching a diverse set of LLM use cases with a focus on improving human efficiency and reducing hallucinations</div><div>Continuously use web technologies in innovative ways to push the envelope across front and backend web design for clients that allow for a consistent experience and speed across platforms</div></div></div><div><div>SimSpace</div><div>Nov 2022 - June 2024</div><div>Senior Site Reliability Engineer</div><div>Designed scalable systems and automated processes while managing infrastructure, ensuring security compliance, leading incident responses, and optimizing system reliability with development teams.</div><div><div><div>Revitalized content processing efficiency by over 90% by reconstructing and automating outdated scripts while implementing a streamlined CI/CD setup</div><div>\$2M+ redirect in man hours gained from improvements made across the directorate via infrastructure changes.</div><div>Developed an automated process with comprehensive tools for lesson reviews, streamlining note-taking and review procedures, resulting in a 50% reduction in average review time</div></div></div><div><div>SimSpace</div><div>Oct 2021 - Nov 2022</div><div>Quality Assurance Engineer 2</div><div>Designed automated processes and reporting for use across directorate, ensuring working systems, guaranteeing content accuracy, and optimizing content review within development teams.</div><div><div><div>Automated Jira reporting, eliminating daily standups for a 75-person directorate and providing instant task visibility, saving leadership 5 hours weekly and employees 1.5 hours each, significantly boosting productivity</div><div>Redesigned and standardized workflows in Jira, creating a unified process that simplified daily operations and driving a 25% reduction in development time which earned top 1% performer recognition</div></div></div><div><div>Tek Experts</div><div>Aug 2020 - Oct 2021</div><div>Microsoft Technical Duty Manager</div><div>Guided and supervised a team of 10 Microsoft Support Engineers, consistently meeting SLAs for diverse Microsoft Enterprise solutions, ensuring high client satisfaction and operational efficiency.</div><div><div><div>Spearheaded the development and execution of more than 3 comprehensive training programs, enhancing technical proficiency and fostering a culture of continuous improvement</div><div>Directed the ticket queue to ensure efficient resolution of support cases, improving workflow and response times</div></div></div><div><div>Pool &amp; Hot Tub Alliance</div><div>Sep 2018 - Nov 2019</div><div>Senior Systems Administrator</div><div>Directed and coordinated a team of 3 IT professionals overseeing the management, implementation, and support of systems, hardware, security protocols, and user satisfaction.</div><div><div><div>Achieved over 50% reduction in recurring costs related to essential and replacement hardware through strategic procurement and lifecycle management practices, optimizing budget allocation</div><div>Implemented efficient ticket triaging methodologies and enhanced project management practices within Confluence, streamlining workflows and improving responsiveness to IT issues and project deadlines</div></div></div><div><div>Point Loma Nazarene University</div><div>Jan 2015 - July 2018</div><div>Computer Technician</div><div>Executed technical support, issue troubleshooting, managed user support tickets, and enhanced system efficiency.</div><div><div><div>Implemented encryption on nearly 1,000 Windows computers, establishing robust security measures and creating comprehensive maintenance documentation</div><div>Standardized documentation across multiple teams and streamlined technical onboarding and off-boarding processes using Confluence, enhancing user support, operational efficiency, and seamless employee transitions</div></div></div></div></div></div></div></div></div>		
Education	<div>Point Loma Nazarene University</div> <div>Sep 2014 - Dec 2016</div> <div>Bachelor of Arts</div>		