

James Ramsey III

DevOps Engineer | Cloud Architect | Infrastructure at Scale

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Summary

Infrastructure specialist who has managed 3,000+ VPS, 150+ bare-metal servers, and led enterprise AWS migrations. Currently orchestrating 20+ production sites with Ansible, building Docker-based deployment pipelines, and running SMTP ingestion servers for email authentication at scale.

3,000+ Servers Managed | 25+ Years in Technology | \$750K+ Annual Cost Savings Delivered | 50+ Active Production Websites

Areas of Expertise

Cloud & DevOps

AWS (EC2, S3, RDS, Lambda, CloudFront, SQS), Docker, Ansible Playbooks, GitHub Actions, CI/CD Pipelines, Nginx, Cloudflare

Databases & Storage

PostgreSQL, MySQL, MSSQL, Prisma Migrations, Database Indexing, Historical Integrity Patterns, Multi-Tenant Schemas

Infrastructure & IT Operations

Enterprise IT, 3,000+ VPS Management, Proxmox, VMware, Unraid, AWS Cloud Migrations, Disaster Recovery, High Availability

Security & Email Authentication

DMARC, SPF, DKIM, BIMI, MTA-STS, JWT, TOTP/2FA, RBAC, HIPAA Compliance, PCI DSS, Rate Limiting, OWASP

Software Architecture

Scalable System Design, Event-Driven Architecture (SQS, SSE), Microservices, Config-Driven Platforms, API Gateway Patterns, Monorepo Strategies

Career History

CTO, Garden Springs LLC

June 2015 – Present (10 years and 10 months)

As the Chief Technology Officer at Garden Springs LLC, I have led the development and implementation of automation tools that have resulted in annual savings of over \$750,000. Additionally, I oversee all IT operations, ensuring the seamless integration of technology within the company's infrastructure to support business goals. My leadership has been instrumental in driving digital transformation, optimizing workflows, and streamlining business processes. A major achievement includes leading the migration from physical hardware to the AWS Cloud, enhancing scalability, flexibility, and security across the company's infrastructure.

- IT Operations Management:** Directed IT operations, overseeing the company's infrastructure, cloud services, and software systems to ensure high availability, reliability, and security.
- Cloud Migration:** Led the successful migration from physical hardware to the AWS Cloud, improving scalability, performance, and disaster recovery capabilities.
- Infrastructure & System Optimization:** Improved the performance, scalability, and security of internal systems and databases, enabling the company to handle increasing volumes of data and traffic without compromising reliability.
- Risk Management & Compliance:** Ensured compliance with data protection regulations and industry standards, managing risk through strategic planning and the implementation of robust security protocols.
- Technology Leadership & Strategy:** Spearheaded the technological vision and strategy for the company, driving innovation and ensuring that technology investments align with business priorities.
- Automation & Cost Savings:** Led the design and development of automation tools that reduced operational costs by over \$750,000 annually, optimizing business processes and improving efficiency.

- **Cross-Departmental Collaboration:** Worked closely with other departments to ensure that IT solutions were tailored to meet their specific needs, enhancing productivity and delivering value across the organization.
- **Technology Procurement & Vendor Management:** Managed relationships with external technology vendors, negotiating contracts and ensuring that all software and hardware solutions were cost-effective and aligned with company requirements.
- **Team Leadership & Development:** Built and led a high-performing technical team, providing mentorship and fostering a collaborative environment that encouraged innovation and professional growth.

Director and Founder - Hideout Networks

October 2012 – December 2022 (10 years and 2 months)

At Hideout Networks, I focused on providing seamless IT operations for professionals such as doctors and lawyers, who need reliable systems but struggle with the cost and complexity of maintaining an in-house IT team. I founded the company to offer comprehensive Managed IT Services designed to minimize downtime and optimize productivity. Through automation and efficient process management, we provided scalable, reliable, and cost-effective IT solutions that helped our clients operate at peak performance.

- **Managed IT Services:** Delivered comprehensive managed IT services, including proactive management of systems, networks, and infrastructure to minimize downtime and optimize productivity.
- **Process Automation:** Focused on automation and process management, ensuring efficient workflows that allowed clients to concentrate on their core business functions.
- **Operational Excellence:** Managed day-to-day operations, including strategic oversight of IT infrastructure and technology solutions for clients.
- **Leadership & Strategy:** Founded and led the company's strategic vision, overseeing business development, marketing, and operations to drive growth and ensure sustainability.
- **Client Relationship Management:** Established long-term client relationships by providing exceptional service delivery and support, ensuring client satisfaction and retention.
- **Industry Expertise:** Worked with various industries including healthcare, law, and finance, tailoring IT solutions to meet their unique needs.
- **Team Leadership:** Led a team of IT professionals, fostering a collaborative environment to deliver best-in-class IT services.
- **Acquisition of Zoyar Inc:** Led the acquisition of Zoyar Inc. in 2010, successfully integrating their technology and operations into Hideout Networks, expanding our service offerings and strengthening our market position.

Senior Director of Technology & Development, ZoyAR Inc.

August 2010 – July 2020 (9 years and 11 months)

As Senior Director of Technology & Development, I led IT operations and development teams, overseeing large-scale infrastructure with more than 3,000 VPS (Virtual Private Servers) and 150+ physical servers. I managed dedicated hosting, server co-location, and 24/7 operations to ensure continuous uptime, high performance, and scalability for clients worldwide.

- **Infrastructure Management:** Managed the deployment and maintenance of more than 3,000 VPS and 150+ physical servers, overseeing both dedicated hosting and server co-location services.
- **24/7 Operations & Uptime:** Ensured continuous uptime and high-performance operations for global clients, implementing monitoring tools and proactive maintenance strategies.
- **System Optimization & Security:** Directed the optimization of server configurations and the implementation of enhanced security protocols to ensure a secure and reliable IT environment.
- **Disaster Recovery & Performance:** Spearheaded disaster recovery initiatives, ensuring business continuity and the stability of mission-critical applications in the event of system outages.
- **Client Support & Technical Leadership:** Delivered high-level technical support for clients, troubleshooting complex system issues, and ensuring that service-level agreements (SLAs) were consistently met.
- **Leadership & Strategy:** Led a cross-functional team of IT professionals, engineers, and support staff, ensuring efficient operation of complex infrastructure and technical systems.
- **Team Management & Training:** Managed and mentored a diverse team of developers, providing training, technical expertise, and performance guidance to ensure optimal team effectiveness.

Founder / Lead Developer, DJRamware (Acquired by Zoyar Inc. in 2010)

March 1996 – September 2010 (14 years and 6 months)

Founded DJRamware in 1996, positioning the company as a leading provider of professional internet services, including web hosting, server co-location, dedicated servers, internet access, and server management. I successfully developed and expanded a diverse client base, ranging from individual end-users to small businesses and large global enterprises.

- **Infrastructure Management:** Built and maintained the underlying IT infrastructure, scaling the business from a small operation to supporting large enterprise customers with high-demand server solutions.
- **Technical Leadership:** Led the development and implementation of innovative IT solutions, including server management tools and hosting environments, optimizing performance, reliability, and security.
- **Leadership & Strategy:** Founded and led the company's strategic vision, overseeing all aspects of business development, marketing, and operations to ensure growth and sustainability.
- **Product & Service Development:** Developed and provided a diverse range of internet services, including web hosting, server co-location, and managed services, catering to both small and large-scale clients.
- **Client Relationship Management:** Established long-term relationships with clients through exceptional service delivery and technical support, ensuring high customer satisfaction and retention.
- **Acquisition & Growth:** Successfully navigated the company's acquisition by Zoyar Inc. in 2010, maintaining operational excellence and client trust throughout the transition.
- **Team Building & HR:** Managed recruitment, training, and performance of technical staff, fostering a high-performing, client-focused team to meet the evolving demands of the business.
- **Financial Oversight:** Directed budgeting, forecasting, and financial operations, ensuring profitability and resource allocation for sustained growth during DJRamware's expansion.

CTO, FarmFlight Inc.

August 2020 – January 2024 (3 years and 5 months)

As the Chief Technology Officer and a member of the Board of Directors at FarmFlight, I led the technological vision and strategic direction for a company revolutionizing agricultural practices with advanced drone systems and machine learning software. I played a key role in driving technological innovation and R&D, while also managing startup operations, including HR, payroll, and financial oversight, ensuring smooth operations during the company's growth.

- **Operational Management:** Ensured the security and robustness of the technology infrastructure, supporting drone operations and data analysis for reliable service delivery.
- **Leadership & Strategy:** Directed a cross-functional team of engineers, data scientists, and IT professionals, fostering a culture of innovation that drives growth and modernizes agricultural operations.
- **Product Innovation:** Oversaw the development and deployment of software solutions that optimize farming operations and empower data-driven decision-making for clients.
- **Board Participation & Strategic Planning:** Contributed to corporate governance, aligning technological initiatives with business goals, and driving strategy alongside fellow board members.
- **Startup Operations:** Managed HR, payroll, and internal operations, ensuring smooth workflows during FarmFlight's early stages, optimizing team performance, and supporting financial sustainability.
- **Collaborative Initiatives:** Built and nurtured key partnerships with industry leaders, investors, and stakeholders to expand market presence and strengthen technological capabilities.
- **Research & Development:** Led R&D efforts to incorporate cutting-edge technologies, maintaining a competitive edge in the agtech industry.

Director of Site Development, People Media, Inc. (A Match.com Company)

January 2009 – October 2009 (9 months)

Created, updated, and maintained web pages for over 25 vertically focused online communities, primarily in the dating industry, including top sites like BlackPeopleMeet.com, SeniorPeopleMeet.com, and LoveAndSeek.com. Led web operations, utilizing technologies such as CSS, HTML, JavaScript, MSSQL, Adobe Flash, ColdFusion, SOAP, and integrating online payment features and form processing.

- **Technical Support & Troubleshooting:** Provided expert technical support for usability issues and resolved critical site problems, maintaining a smooth user experience for over 255,000 paid subscribers.
- **Automation & Monitoring:** Automated application monitoring processes and addressed technical failures to ensure uptime and seamless operation of all web properties.
- **Leadership & Team Management:** Led a geographically distributed team of developers, overseeing recruitment, performance reviews, and professional development.
- **Product Development Team:** Actively contributed to the product development team, collaborating closely with product managers and other cross-functional teams to define, refine, and deliver new features and enhancements.
- **Site Development & Operations:** Oversaw the creation and maintenance of over 25 web properties, including major dating platforms, optimizing user experiences and site performance across various technologies.

HR & Performance Reviews: Led recruitment efforts for the development team, including conducting interviews, onboarding, and performance evaluations.

- **Internal Tools & Content Management:** Managed internal tools for site structure, content management, and third-party gadget integration, driving efficiency and addressing complex business needs.
- **Collaborative Problem-Solving:** Collaborated with business executives, software experts, help desks, and data teams in a 24/7 environment to ensure continuous service availability.
- **Training & Documentation:** Developed technical training materials and process documentation for the team, improving operational efficiency and troubleshooting capabilities.

Website Development Manager - People Media, Inc. (Acquired by Match.com in 2009)

February 2002 – January 2009 (6 years and 11 months)

Designed and developed custom applications in a web environment, leveraging cutting-edge technologies to address complex business challenges. Led the structuring, development, and implementation of interactive websites while managing a team of developers to deliver high-quality solutions. In 2009, People Media, Inc. was acquired by Match.com.

- **Process Optimization & Automation:** Spearheaded process automation and re-engineering efforts to streamline workflows, reduce manual intervention, and improve overall operational efficiency.
- **Performance Monitoring & Troubleshooting:** Monitored website performance, identified issues, and implemented improvements to enhance usability, security, and system reliability.
- **Leadership & Team Management:** Managed a dynamic team of developers, overseeing project timelines, ensuring high-quality output, and conducting performance reviews to support professional growth.
- **Product Development & Innovation:** Worked closely with product managers and cross-functional teams to design, develop, and deploy new web applications and features that addressed key business needs.
- **Web Development & Architecture:** Led the development and implementation of interactive websites using modern technologies, ensuring scalability, performance, and user-friendly design.
- **Client & Stakeholder Collaboration:** Worked closely with clients and business stakeholders to gather requirements, understand challenges, and translate business needs into technical solutions.
- **Product & Feature Testing:** Led the testing and validation of new web applications and features, ensuring they met business requirements and quality standards before launch.
- **Cross-Department Collaboration:** Collaborated with marketing, design, and operations teams to align website development efforts with broader company goals.
- **Training & Knowledge Sharing:** Conducted training sessions for the development team to enhance technical skills and stay ahead of emerging technologies.

Board & Advisory Positions

Cuemby

Advisory Board Member | Jun 2020 – Aug 2020

Advised a cloud-native platform company on infrastructure strategy, DevOps practices, and go-to-market technology positioning. Provided guidance on Kubernetes adoption and multi-cloud architecture patterns.

CionSystems

Advisory Board Member | Jun 2020 – Aug 2020

Advised an identity and access management company on product strategy, enterprise security compliance (HIPAA, PCI), and scaling IAM solutions for regulated industries.

Tools & Technologies

CI/CD & Automation:

GitHub Actions, Jenkins, Docker Compose, Selenium, Cypress, Vitest, ESLint, Prettier, Husky, lint-staged, node-cron

Cloud & Infrastructure:

AWS (EC2, S3, RDS, Lambda, CloudFront, SQS, Route 53), Docker, Kubernetes, Ansible, Nginx, Cloudflare, DigitalOcean, Unraid, Proxmox, PM2, Let's Encrypt

Databases & ORM: PostgreSQL, MySQL, MSSQL, Redis, SQLite, MongoDB, Prisma, Sequelize, DynamoDB

Development Tools:

Git, GitHub, Postman, JetBrains Suite, VS Code, Claude Code, Docker Desktop, Prisma Studio, Chrome DevTools, Figma, npm, pnpm

Monitoring & Observability: Grafana, Prometheus, CloudWatch, ELK Stack, Sentry, New Relic, UptimeRobot, PM2 Monitoring

Networking & Systems Administration:

TCP/IP, DNS, DHCP, SSH, Telnet, FTP/SFTP, HTTP/HTTPS, SMTP/IMAP, SNMP, VPN, VLAN, BGP, Firewall Management, Load Balancing, ping, traceroute, netstat, iptables, Wireshark, Datacenter Operations

Operating Systems & Virtualization:

Linux (Ubuntu, CentOS, RHEL, Debian), Windows Server, VMware ESXi, Proxmox VE, KVM, Unraid OS, TrueNAS

Security & Compliance:

HIPAA, PCI DSS, DMARC, SPF, DKIM, MTA-STS, BIMI, SSL/TLS, JWT, OAuth 2.0, IAM, RBAC, OWASP, CORS, Helmet.js, Rate Limiting, HashiCorp Vault, TOTP/2FA, bcrypt