



JASON MICHAEL OLIVER

Principal Platform & Distributed Systems Engineer

Distributed Infrastructure • AI/HPC Infrastructure • Storage Platforms • Virtualization • Reliability Engineering

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PROFESSIONAL EXPERTISE

Distributed Infrastructure • AI/HPC Infrastructure • Distributed Storage Systems • VMware & Virtualization • Hybrid Cloud Infrastructure • Reliability Engineering • Data-Path Performance • Cross-Layer Diagnostics

PROFESSIONAL SUMMARY

Principal Platform & Distributed Systems Engineer with **15+ years of experience** stabilizing enterprise infrastructure across **compute, storage, networking, virtualization, Linux, automation, telemetry, and workload behavior**. Strong background in **distributed storage platforms, VMware infrastructure, S3/object storage, AI/HPC data paths, customer-facing escalation, and cross-layer performance diagnostics**.

Experienced translating **ambiguous infrastructure requirements** into practical **platform designs, validation paths, operational runbooks, and implementation guidance** across storage, virtualization, networking, automation, and AI/HPC workload environments.

Proven ability to diagnose and resolve **complex infrastructure failures** spanning compute, hypervisor, storage, network, and workload behavior. Experienced supporting **large-scale VMware environments, distributed storage systems, S3-compatible object storage, and data-intensive platforms** where reliability and performance depend on the **full data path**.

Recognized technical leader trusted to guide **architecture decisions**, support **high-severity incident response**, reduce ambiguity across teams, and drive practical **reliability improvements** in multi-vendor enterprise environments.

PROFESSIONAL EXPERIENCE

Principal Systems & Reliability Engineer — Independent Consulting (Hybrid / Remote), Austin, Texas

Aug 2023 - Dec 2023; Dec 2025 - Present

Client identities and internal systems are protected. Selected project-based infrastructure, reliability, automation, diagnostic, documentation, and advisory work.

- **Converted** ambiguous troubleshooting patterns and **tribal knowledge into durable runbooks**, SOPs, diagnostic workflows, and operational handoff material.
- Provided **principal-level consulting** across enterprise virtualization, distributed storage, hybrid cloud infrastructure, and reliability-focused operating environments.
- **Led root-cause investigations** for complex performance and availability failures across storage, networking, compute, and virtualization layers.
- Supported large-scale distributed storage environments **serving compute clusters and data-intensive AI workloads**.
- Designed and optimized VMware-centric infrastructure integrating **SAN, NAS, and S3-compatible object storage** platforms.
- Implemented automation and observability workflows using **Terraform, Ansible, Prometheus, and Grafana**.
- Provided **architecture guidance and solution design** support for infrastructure environments involving **virtualization, distributed storage, object storage, observability, automation, and reliability-focused operations**.
- Translated infrastructure requirements into **practical design recommendations, validation steps, operational runbooks, and implementation guidance**.

Customer Success Engineer (AI/ML & High-Performance Storage) — VAST Data (Remote), Austin, Texas

Dec 2023 - Dec 2025

- Collaborated with customers, field teams, and engineering stakeholders to **evaluate platform architecture, workload readiness, data-path behavior, and reliability considerations for AI/HPC and data-intensive environments**.
- Served as senior technical advisor **supporting large-scale distributed storage platforms** powering AI/ML training and data-intensive workloads.
- Supported **exabyte-scale distributed storage** clusters and high-throughput architectures integrating **compute, storage, file, and object access patterns**.
- Diagnosed performance and reliability issues across **GPU and compute environments** interacting with distributed object and file storage platforms.
- **Performed deep performance analysis across storage, networking, compute, virtualization, telemetry, and workload behavior**.
- Supported enterprise deployments using **S3-compatible object storage** and hybrid-cloud-aligned infrastructure patterns.
- Acted as escalation engineer for complex distributed system failures requiring cross-layer infrastructure analysis.
- Supported VAST Data Platform / AI OS environments across distributed storage, S3/object access, AI/HPC workload behavior, telemetry correlation, and data-path performance analysis.
- Worked within platform contexts involving VAST DataStore, DataBase, DataEngine, and DataSpace concepts, **supporting customer-facing diagnostics across storage, workload behavior, and AI-era infrastructure**.

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

TECHNICAL PROFILE

DISTRIBUTED SYSTEMS & INFRASTRUCTURE

- **Enterprise infrastructure reliability**
- Distributed storage: **SAN, NAS, object storage**
- **VMware vSphere / ESXi** platforms
- Linux and Windows Server environments
- Hybrid cloud and on-prem infrastructure
- **Kubernetes** and containerized platforms
- **Observability and telemetry workflows**
- **Cross-layer diagnostics across compute, storage, network, and workload behavior**
- AI/HPC infrastructure
- GPU / compute workload behavior
- Deep learning workflow performance

AI/HPC & DATA PLATFORM INFRASTRUCTURE

- **VAST DATA Platform / VAST AI OS**
- **VAST DataStore, DataBase, DataEngine, and DataSpace exposure**
- **AI/ML workload infrastructure**
- **GPU / compute workload behavior**
- **Slurm / scheduler-aware troubleshooting**
- **Kubernetes scheduling concepts**
- **S3-compatible object storage**
- **Data-path pressure and placement effects**
- **Workload readiness validation**
- **NCCL / CUDA awareness**

DGX, GPU & RACK-SCALE SYSTEMS

- **DGX / GPU cluster infrastructure**
- Rack-scale AI systems
- **NVIDIA GPU workload behavior**
- **NCCL / CUDA awareness**
- High-performance networking for AI/HPC

STORAGE, FABRIC & DATA PATH

- Dell PowerStore, VAST DATA Platform, Unity, SC Compellent, EqualLogic, ME/MD Series
- EMC Clarion / VNX, FluidFS
- **S3-compatible object storage**
- Fibre Channel, iSCSI, NAS, object storage
- Storage fabrics and high-performance networking
- **RDMA / RoCE / InfiniBand concepts**
- **NVMe / NVMe-oF awareness**
- Metadata, latency, throughput, and workload-pattern analysis
- Parallel filesystems: VAST, Weka, Ceph, Lustre, GPFS
- High-performance networking for AI/HPC

PLATFORMS & AUTOMATION

- **Terraform / Infrastructure as Code**
- Automation-backed validation and operational handoff
- **Ansible / configuration management**
- **Docker and Kubernetes**
- Prometheus, Grafana, telemetry workflows
- AWS, Azure, GCP, OCI
- Automation-backed validation and operational handoff
- Runbooks, diagnostics, evidence collection
- CI/CD and progressive delivery
- Automation-backed diagnostics & runbooks

CUSTOMER-FACING TECHNICAL LEADERSHIP

- **L3/L4 escalation ownership**
- Customer stabilization and de-escalation
- **Architecture review and technical advisory support**
- Root-cause analysis and incident learning
- Coaching, mentoring, and knowledge transfer

Jun 2011- Aug 2023

Career Progression: Enterprise Technical Support Analyst -> Senior Analyst -> Senior Engineer -> Principal Engineer

- Provided **architecture review and escalation guidance for enterprise storage, VMware, and infrastructure** environments requiring **high availability, performance validation, and cross-layer troubleshooting**.
- Served as **principal escalation engineer resolving complex enterprise platform failures across storage, networking, compute, and hypervisor layers**.
- Led root-cause investigations across **VMware, SAN/NAS, and enterprise infrastructure** supporting mission-critical 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, reliability knowledge bases, and operational practices.

Infrastructure & Systems Administration — Ithaca City School District, Ithaca, New York Jan 2007-Jun 2011

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

- Managed Windows and Linux infrastructure **supporting messaging, directory services, database platforms, and operational services**.
- 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



SYSTEMS, OS & BARE-METAL

- **VMware ESXi / vSphere**
- Microsoft Windows Server
- Linux: **RHEL, Rocky, Alma, CentOS, SUSE/SLES, Ubuntu, Debian, Oracle Linux**
- Linux performance diagnostics and workload behavior
- **Dell PowerEdge, HPE / HP ProLiant, HPE HPC**
- iDRAC / IPMI / Redfish awareness
- Firmware lifecycle and out-of-band diagnostics
- PXE / bare-metal provisioning concepts
- Hardware, OS, storage, and fabric failure-domain triage

AUTOMATION & SCRIPTING

- **Python**
- **PowerShell**
- Bash / shell scripting
- REST APIs
- SQL
- Perl, PHP
- JavaScript / Node.js

DATABASES & DATA PLATFORMS

- **PostgreSQL, MySQL, Oracle, Microsoft SQL Server**
- MongoDB, **Redis**
- **Kafka** / streaming platforms
- Snowflake, Databricks

AI/HPC SCHEDULING & READINESS

- **GPU / compute workload behavior**
- **Slurm / scheduler-aware troubleshooting**
- Kubernetes scheduling concepts
- **Workload readiness validation**
- Data-path pressure and placement effects

ROLE ALIGNMENT

- **Principal / Staff Platform Engineering**
- Platform & Infrastructure Architecture
- Distributed Systems Engineering
- Infrastructure Reliability / SRE
- **AI/HPC Infrastructure**
- Storage & Data Platform Architecture
- Solutions / Customer Engineering