

# Chris Dixon

*Senior Technical Account Manager – Cloud Platforms DevSecOps • Kubernetes • Federal Programs*

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## EXECUTIVE SUMMARY

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Senior Technical Account Manager and DevSecOps Platform Architect with 20+ years of experience supporting enterprise and federal customers operating mission-critical infrastructure.

Trusted advisor responsible for guiding architecture decisions, resolving complex platform challenges, and helping engineering teams implement secure cloud and Kubernetes solutions in production environments. Experienced working directly with customer engineering teams to modernize infrastructure, implement DevSecOps automation, and improve system reliability.

Extensive background supporting secure government platforms including IL4/IL5 and IL6 environments, bridging technical teams and program leadership to deliver resilient, compliant systems.

## PROFESSIONAL EXPERIENCE

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02/2023 – 01/2026

Remote

### **Principal Cloud & DevSecOps Architect - Federal Programs**

*Digital Data*

Lead architecture design and modernization strategy for secure cloud infrastructure supporting federal mission systems.

- Assess legacy system architectures and define phased modernization approaches leveraging containerization, Kubernetes platforms, and automated DevSecOps pipelines.
- Architect secure IL5/IL6-aligned environments integrating infrastructure automation, container security scanning, and compliance controls.
- Design integration patterns enabling legacy applications to transition toward modular and services-based architectures.
- Implement AI-assisted development workflows to accelerate documentation, infrastructure generation, and software delivery pipelines.
- Advise executive stakeholders on modernization strategies, cost considerations, and risk mitigation approaches.
- Establish governance models for secure software delivery including CI/CD, artifact management, vulnerability scanning, and policy enforcement.
- Lead architecture reviews, technical strategy sessions, and roadmap planning for modernization initiatives.

04/2021 – 02/2023

### **Technical Account Manager / Incident Escalation Lead**

*WordPress VIP*

Senior technical leader responsible for complex platform escalation, architecture guidance, and reliability improvements across large-scale distributed web systems.

- Served as senior technical escalation architect supporting large-scale distributed application platforms.
- Led root cause analysis for complex production incidents and systemic reliability failures.
- Guided enterprise clients in improving backend architecture, deployment pipelines, and application scalability.
- Managed engineering workflows using Jira including issue tracking, backlog planning, and incident management.
- Collaborated with development teams to improve CI/CD pipelines and operational resilience of large web platforms.

04/2019 – 04/2021

### **Client Engagement Leader / Global Technical Project Manager**

*amazee.io*

Directed global DevOps-driven platform implementations supporting enterprise software development programs.

- Led DevOps architecture engagements aligning infrastructure design with application development requirements.
- Directed distributed engineering teams implementing modern cloud delivery platforms.
- Architected and deployed Jira, Zendesk, and Confluence platforms supporting enterprise development workflows.
- Served as escalation point for complex platform architecture and delivery challenges.

04/2012 – 05/2018

### **Customer Success Manager & Global Business Project Leader Ixxus (formerly Rothbury)**

*CCC - Formerly Ixxus and Rothbury*

Led enterprise support and delivery initiatives for global clients operating complex digital platforms.

- Built and managed a global Level-3 escalation team bridging DevOps engineering, platform operations, and client stakeholders.
- Modernized monitoring, incident management, and support tooling reducing Mean Time to Resolution across enterprise environments.
- Delivered large-scale cloud deployments and migrations on AWS infrastructure.
- Coordinated cross-functional teams across engineering, operations, and customer success organizations.

1997 – 2012

### **Earlier TAM, DevOps & Systems Engineering Roles (Condensed)**

**TONIC | Vignette | Alfresco | Strobe | Consilium 1**

Early career focused on enterprise infrastructure architecture and platform reliability for large software platforms.

- Architected and operated enterprise Linux and VMware infrastructure supporting high-availability application platforms.
- Designed infrastructure architectures for mission-critical enterprise systems requiring high reliability and scalability.
- Led infrastructure modernization initiatives migrating legacy platforms toward virtualized and cloud-ready environments.
- Delivered automation, monitoring, and reliability improvements across global production systems.

## **ARCHITECTURE & TECHNICAL EXPERTISE**

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### **Cloud Infrastructure & Platform Architecture**

Azure and AWS Commercial / Government • VMware • Secure Cloud Architecture (IL4 / IL5 / IL6) • Kubernetes • Docker • Container Platforms • Red Hat Enterprise Linux • Ubuntu Linux • Jenkins • GitLab • CI/CD Pipelines • Terraform • Ansible • Infrastructure as Code • Git • Git Actions

### **Security & Compliance**

DISA STIG • RMF • ACAS / Tenable / MS Defender • ATO Support • Classified IL5 / IL6 Systems

### **AI-Enabled Engineering**

AI-Assisted Development Workflows • Automated Documentation • AI-Accelerated Software Delivery

### **Platform Expertise**

Secure Cloud Architecture (Azure Government / VMware) • Kubernetes Platform Operations • DevSecOps Automation (Terraform / Ansible / CI/CD) • Distributed System Reliability • Secure Infrastructure for Federal Environments • Containerized Application Platforms

## **CERTIFICATIONS**

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• CompTIA Security+ CE

• Active DoD Secret Security Clearance