Jordan Knox

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Technical Operations Leader | Cloud Operations & Reliability

20+ Years Leading Operations | 115+ Customer Orgs Migrated | 62% Hosted Revenue Growth | 32% AWS Savings

Operations leadership with current cloud depth.

Technical operations leader with 20+ years running SaaS and hosted platforms. I manage operations around six pillars that hold each other up: cost, performance, security, releases, teams, and customers. As Manager of Technical Operations at Rapattoni, led a distributed team of up to 12 through the move of 115+ customer organizations to hosted delivery. Most recently at PropStream, owned AWS cost optimization, performance and observability, and security operations, reducing cloud spend 32%.

Cost: Cloud Cost Optimization · Vendor Management **Performance:** Observability · Root Cause Analysis
Security: Vulnerability Management · Cloud Security **Releases:** Release Management · Blue/Green
Teams: Team Leadership · Hiring & Development **Customers:** Cloud Migration · Customer Retention

Career Highlights

- Led the move of 115+ customer organizations (90%+ of the customer base, 1,300+ end users) from self-hosted to hosted delivery; hosted revenue grew 62% over five years.
- Built and led a distributed team of up to 12 (local, remote, and overseas, including contractors) across technical operations, development, QA, SSO, and API/RESO integrations.
- Led the API initiative (team, roadmap, and development, with VP and CTO sponsorship), delivering read-only access to 1,500+ data fields for third-party integrations, adopted by about 70% of customers.
- Cut AWS spend 32% through rightsizing, commitment planning, and ongoing cost governance.
- Traced recurring backend memory leaks to their source by correlating metrics, events, and logs, so development fixed the code instead of adding infrastructure.

PROFESSIONAL EXPERIENCE

PropStream | Lake Forest, CA **04/2024-08/2026**

Cloud Operations & Site Reliability Engineer

Joined to take 20 years of operations experience from data center and private cloud environments into AWS. Owned cost optimization, performance and observability, and security operations across dev, QA, beta, and production, and modernized release management.

- **Cost:** Owned AWS cost optimization, reducing spend 32% through utilization reviews, rightsizing, reserved instance planning, and governance that kept the savings in place.
- **Performance:** Owned observability across CloudWatch, New Relic, Datadog, and CloudTrail; correlated metrics, events, and logs to trace backend memory leaks to the code, so developers fixed the cause instead of scaling infrastructure.
- **Security:** Owned security operations: drove Wiz and Ionix findings to resolution with engineering, administered CrowdStrike Falcon, and managed AWS WAF and Shield, maintaining zero open critical findings and resolving new ones within SLA.
- **Releases:** Proposed blue/green and canary deployment strategies from 2024 AWS workshops and won approval for blue/green; the team replaced a manual, after-hours release process with production validation and fast rollback, then automated the steps.
- **Incidents:** Tuned CloudWatch and PagerDuty alerting and automated remediation with Systems Manager and CloudFormation, reducing manual intervention and speeding recovery.

- **Leadership:** Gave leadership regular insight into cost, performance, and risk to guide priorities and spending decisions.

Rapattoni Corporation | Westlake Village, CA **02/2004-03/2024**

Manager of Technical Operations

Advanced from technical contributor to Manager of Technical Operations at a SaaS and hosted-software provider for real-estate associations and MLSs. Led a distributed team of up to 12 across technical operations, development, QA, SSO, and API/RESO integrations, with ownership of cost, performance, security, releases, and customer outcomes for the platform.

- **Customers:** Led the move from self-hosted software to a hosted private-cloud model, migrating 115+ customer organizations and 1,300+ end users (90%+ of customers) with repeatable playbooks for readiness, data migration, validation, cutover, and rollback.
- **Customers:** Won buy-in by showing each audience its value: lower total cost for executives (no servers, licensing, or local IT), remote access for staff, API access and executive dashboards for data, and a refreshed member portal for their members; hosted revenue grew 62% over five years.
- **Customers:** Led the API initiative, running the team, roadmap, and development with VP and CTO sponsorship; delivered read-only access to 1,500+ data fields, adopted by about 70% of customers.
- **Teams:** Hired, developed, and promoted team members into larger technical roles; managed staffing, performance, and priorities while coordinating DBAs, network, data center, development, and vendors.
- **Performance:** Improved service continuity through monitoring, automated recovery, and resiliency planning, reducing disruptions and after-hours escalations.
- **Leadership:** Advised executive leadership on staffing, modernization, cost, and customer retention, turning customer feedback and technical constraints into business recommendations.

Education & Professional Development

Kong Gateway Foundations – Kong (2026)

ITIL 5 Foundation – PeopleCert, in progress

OpenTelemetry (LFS148) – Linux Foundation, in progress

Moorpark College – Cybersecurity & Cloud Infrastructure coursework (CNSE)

Technical Skills

- **Cloud:** AWS (EC2, RDS, S3, IAM, CloudWatch, Systems Manager, CloudFormation, Route 53, CLI)
- **Observability:** CloudWatch | New Relic | Datadog | AWS CloudTrail | PagerDuty
- **Security:** CrowdStrike Falcon | Wiz | Ionix | AWS WAF | AWS Shield
- **Infrastructure:** Windows Server | Active Directory | Linux (RHEL, CentOS, Ubuntu) | Hosted & Private Cloud
- **Data:** PostgreSQL | Microsoft SQL Server
- **Delivery & Automation:** Git | GitHub Actions | Blue/Green Deployments | PowerShell | Bash | Jira | Agile/Scrum
- **Working knowledge:** Python | Terraform | REST APIs/Postman | Kong Gateway | Microsoft Entra ID | SLIs/SLOs | Canary Deployments