

John Travis Pollard

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CERTIFICATIONS & RECOGNITIONS

- Amazon Web Services Certified Developer - Associate
- Amazon Web Services Certified Solutions Architect - Associate
- HashiCorp Certified: Terraform Associate
- Secret Level Clearance, Active
- CompTIA Security+, Network+, A+
- edX Harvard CS50x Computer Science Certificate and CS50p Python Certificate

TECHNICAL SKILLS

- **Programming Languages:** Python, Go, Powershell, SQL
- **Cloud and Infrastructure:** AWS, Azure, Terraform, Docker
- **Platforms & Tools:** Salesforce (Admin, Development), Git, Jira, Okta, Active Directory / Entra ID, Microsoft 365, Google Workspace, Connectwise Automate, Kandji, Netsuite
- **Other Skills:** Agile Project Management, Troubleshooting, Process Automation, Technical Documentation, Stakeholder Communication

WORK EXPERIENCE

Nuvitek, Washington, DC

2024 - Present

Platform Engineer (US Department of Labor)

- Expanded scope beyond contracted role to serve as de facto PM, BA, and QA lead for multiple federal Salesforce web applications following team reduction
- Architected and containerized an internal company LMS (Moodle) using a custom Docker image deployed to AWS ECS with Terraform
- Led technical planning and execution of migration of Salesforce Experience Cloud sites from .com to .gov domains
- Authored Jira epics, stories, and acceptance criteria across multiple concurrent projects
- Produced technical documentation and user guides for federal reporting applications
- Performed Salesforce administration including user access audits, custom report development, bug troubleshooting, development QA

United States Gold Bureau, Austin, TX

2023 - 2024

IT Support and Systems Specialist

- Supported 200+ end users, managed implementation of Apple mobile device management solution, trained new IT staff, automated company processes using code (Powershell, Go, Bash), M365/Entra Admin

Texas Army National Guard - 36th Infantry Division Band, Austin, TX

2007 - Present

Sergeant First Class, Music Performance Team Leader

- Supervise a platoon of 12 soldiers and lead performance team of 18 soldiers

Brentwood Christian School, Austin, TX

2006 - 2023

Band Director / Fine Arts Chair / Theater Manager

EDUCATION

The University of Texas at Austin - Master's in Music and Human Learning

Tennessee Technological University - Bachelor's in Music Education