

Linh Wiggins

Senior Manager, Infrastructure and Cloud Operations

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SUMMARY

Infrastructure and **cloud operations** leader with 13 years supporting reliable SaaS environments across AWS platforms and physical datacenters. Leads **infrastructure** teams through cloud transformation, operational maturity improvements, and production reliability programs. Partners with engineering leaders on architecture decisions, technical roadmaps, **scalable product operations**, and enterprise infrastructure planning. Directs work across compute, networking, observability, incident management, automation, disaster recovery, business continuity, and security compliance. Builds team capability through mentoring, growth planning, certification support, and practical operating standards. Experience includes **SOC 2 Type II** and ISO 27001 activities, AWS service adoption, capacity planning, vendor coordination, and structured readiness reviews. Brings steady operational judgment and collaborative leadership that can help a growing technology organization strengthen secure SaaS delivery.

EXPERIENCE

Senior Infrastructure Manager, SaaS Cloud Operations

Mountain View Software Platforms 📅 April 2021 - Present 📍 Lehi, UT

Leads infrastructure operations for secure SaaS products across AWS cloud services and physical environments. Guides cloud transformation, reliability practices, engineering partnerships, team development, and compliance readiness while connecting operational decisions with product stability.

- Led AWS transformation planning across cloud and **physical environments**, improving platform consistency for secure SaaS products.
- Established monitoring standards and **incident response** workflows, giving production teams clearer reliability ownership.
- Partnered with engineering leaders on **architecture decisions** and technical roadmaps supporting **scalable product operations**.
- Created mentoring plans and growth paths, helping infrastructure engineers build stronger operational and cloud skills.
- Supported **SOC 2 Type II** evidence collection and **ISO 27001** control activities across infrastructure operations.

Infrastructure Operations Manager, Platform Reliability

Cloud Harbor Systems 📅 January 2017 - March 2021 📍 Salt Lake City, UT

Managed infrastructure teams responsible for compute, networking, platform reliability, AWS adoption, and operational readiness. Coordinated automation, disaster recovery, capacity planning, vendor relationships, and incident process improvements for production technology services.

- Managed compute and networking operations, improving **platform reliability** through clearer ownership and service reviews.
- Implemented automation practices for production operations, reducing manual work across recurring infrastructure workflows.
- Coordinated **disaster recovery** planning and readiness reviews, strengthening response preparation for critical services.
- Supported **AWS service adoption** with **cloud engineering** partners, aligning platform changes with production requirements.
- Managed **capacity planning** and **vendor relationships**, connecting infrastructure investment with technical project priorities.
- Improved incident response through structured reviews, clearer escalation paths, and repeatable operational practices.

PROJECTS

AWS Cloud Transformation Program 📅 2024

A gradual shift from physical infrastructure toward AWS created a chance to simplify operations. Cloud planning, service adoption, and engineering partnership supported more scalable SaaS delivery while preserving reliable production practices.

Production Reliability and Recovery Program 📅 2022

Reliable service depends on preparation before an incident occurs. Monitoring standards, response workflows, disaster recovery planning, and readiness reviews helped teams act with greater clarity during production events.

LEADERSHIP & AWARDS

- Recognized by engineering leadership for steady partnership during cloud transformation planning and platform operations.
- Selected to guide infrastructure mentoring and growth planning, strengthening team capability across cloud operations.
- Trusted to support SOC 2 Type II and ISO 27001 readiness work across technology operations.

EDUCATION

Bachelor's Degree in Computer Science

University of Utah 🎓 GPA: 3.5 📅 2013 📍 Salt Lake City, UT

Coursework: Cloud computing, computer networks, operating systems, software engineering

CERTIFICATIONS

- AWS Certified Solutions Architect 📅 2021
- Cloud Operations Training 📅 2020

TECHNICAL SKILLS

- **AWS Services:** AWS PaaS, Amazon EC2, Amazon VPC
- **Datacenter Infrastructure:** Servers, Storage, Facilities
- **Networking:** Routing, Switching, Firewalls
- **DevOps Tools:** CI/CD, Infrastructure as Code, Release Automation
- **Observability:** Monitoring, Logging, Alerting
- **Incident Management:** Incident Response, Escalation, Post Incident Review
- **Reliability Engineering:** SLOs, SLIs, Error Budgets
- **Recovery Planning:** Disaster Recovery, Business Continuity, Recovery Testing
- **Security Compliance:** SOC 2 Type II, ISO 27001, Audit Evidence
- **SaaS Operations:** Production Support, Service Operations, Capacity Planning
- **Team Development:** Mentoring, Certification Paths, Growth Planning
- **Enterprise Planning:** Technical Roadmaps, Budgeting, Vendor Management

SKILLS

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|-------------------------|-----------------------|---------------------------|----------------------|
| • AWS | • Automation | • Business continuity | • SOC 2 Type II |
| • Cloud operations | • Observability | • People leadership | • ISO 27001 |
| • Datacenter operations | • Incident management | • SaaS operations | • Strategic planning |
| • DevOps practices | • Disaster recovery | • Reliability engineering | |

PROFESSIONAL AFFILIATIONS

- AWS community participant focused on cloud architecture, operations, and reliable SaaS delivery.
- Infrastructure leadership peer network member sharing practical approaches for team growth and operational maturity.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST