Justin Coleman

Senior Solutions Architect | Enterprise Infrastructure & Cloud

Jonesboro, IN | 260-999-7362 | justin.coleman@gmail.com | linkedin.com/in/justin-dcoleman

PROFESSIONAL SUMMARY

Enterprise infrastructure architect with 15+ years designing, integrating and modernizing mission-critical systems. Combines AWS, Linux, virtualization and networking with hands-on automation, capacity planning and production troubleshooting.

CAREER HIGHLIGHTS

- **AWS migration and optimization:** Built migration tooling for a 300,000-subscriber platform and helped restore production stability in about 24 hours; reduced frontend server count by 23% from peak.
- **Petabyte-scale cloud automation:** Co-designed a temporary AWS processing pipeline for a 2.5 PB source library and automated the transformation of 50,000+ assets without permanent transcoding hardware.
- **Multi-data-center architecture:** Designed infrastructure spanning 300+ physical production systems, with centralized orchestration, networking, storage and monitoring across multiple sites.

TECHNICAL SKILLS

Cloud & virtualization: AWS EC2, VPC, IAM, S3, Snowball, Direct Connect, Linux, Windows Server, VMware, Hyper-V, Docker.

Infrastructure & networking: LAN/WAN, IP networking, multicast, EMC/Isilon, physical servers, storage, Active Directory, SSO/OAuth.

Automation & integration: Bash, PowerShell, REST/SOAP APIs, JSON/XML, SQL/PostgreSQL, HTTP/S, data transformation.

Reliability & architecture: CloudWatch, AWS WAF, Nagios, Zabbix, SNMP, SSH, root cause analysis, capacity planning, cutover, POCs, SOWs.

PROFESSIONAL EXPERIENCE

Sencore

May 2024 - Aug 2026

Solutions Architect — Oct 2025 - Aug 2026

- Architected systems for $250K-$3M enterprise opportunities, validating hardware, software, networking and integration dependencies before deployment commitments.
- Developed automated capacity estimates for a proposed 210-market network feeding four data centers, accounting for variable equipment requirements and future expansion.

Strategic Account Manager — May 2024 - Sep 2025

- Managed approximately $3M in active pipeline, translating customer infrastructure requirements into validated architectures and implementation proposals.
- Won INDYCAR's modernization business by validating replacement hardware in the customer environment and designing three interconnected systems supporting up to 64 live feeds.

PROFESSIONAL EXPERIENCE (CONTINUED)

SeaChange International

May 2019 - May 2024

Advanced from senior customer support engineer to director through five roles in five years.

Director, Special Projects Dec 2023 - May 2024

- Led complex customer initiatives outside the standard delivery model, including proofs of concept for immersive live events and a new sports streaming platform. Coordinated engineering teams to resolve critical production issues.
- Traced Popcornflix playback failures to automated traffic using CloudWatch and application logs; partnered with AWS Enterprise Support, whose targeted WAF rules restored legitimate playback.

Director - North America Operations & Delivery Apr 2023 - Dec 2023

- Directed a seven-person Customer Engineering team responsible for deployments, upgrades and critical incidents across 40+ enterprise customers and 24x7 production services.

Manager - North America Operations & Delivery (NAM-II) Feb 2022 - Apr 2023

- Improved on-call coverage and trained Windows-focused engineers to support Linux and AWS as SeaChange expanded its cloud-based services.

Principal Customer Engineer Mar 2021 - Feb 2022

- Designed and deployed customer environments spanning AWS, Linux, Windows, networking, APIs, databases and storage, including extended onsite engineering in Alaska.
- Developed Bash and REST API tooling to migrate data between incompatible platforms, working with a database specialist on field mapping; personally executed GCI's production data migration.
- Diagnosed application scaling limits after GCI's AWS cutover and helped restore service stability in about 24 hours. Reduced frontend servers from 13 to 10 after demand stabilized.

Senior Customer Support Engineer May 2019 - Mar 2021

- Diagnosed critical production failures in applications, databases and network infrastructure using logs, SQL and configuration testing.

Frontier Communications

Jan 2010 - Jan 2019

IT Architect Jan 2015 - Jan 2019

- Built multi-data-center production infrastructure for 300+ live channels, combining physical processing servers with centralized orchestration, storage, networking and monitoring.
- Co-designed an AWS pipeline using S3, Snowball, Direct Connect and Elemental; wrote automation to transcode and convert metadata for 50,000+ assets without buying a permanent transcoder farm.
- Engineered a cross-vendor advertising integration that enabled monetization of free on-demand video, connecting ad delivery, media processing and content management systems.

Operations Team Lead Jan 2010 - Jan 2015

- Led a seven-person operations team supporting hundreds of Windows and Linux servers and 24x7 production services across three geographic regions.

CERTIFICATIONS

Microsoft MCSE / MCSA / MCP • CompTIA Server+ / A+ • Microsoft Applied Skills: Developing Agents in Microsoft Foundry (2026) • Certified Widevine Implementation Partner, Google (2022)