

Jonathan Gardner

Principal Cloud Architect

Contact Information

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Professional Summary

Principal Cloud Architect with 20+ years building platforms that improve cloud systems for millions of users. Build distributed systems and integrate AI capabilities to solve operational challenges, from microservices migrations, reducing infrastructure costs by 40%, to RAG systems automating processes from hours to minutes. Expert in Azure ecosystems, Kubernetes orchestration, and applying modern technologies to create business impact.

Technical Skills

- System Design - Architecture Patterns - Microservices Architecture - Event-Driven Architecture - API Design
- Cloud Architecture - Infrastructure Planning - Technical Documentation - Large Scale Architecture - High Availability - Performance Optimization - Scalability
- Azure OpenAI Integration - Retrieval-Augmented Generation - Cognitive Services - Machine Learning Platforms
- Azure - Kubernetes - Docker - Containers - Redis - Terraform - Bicep - Azure DevOps
- Azure Storage - Blob Storage - Persistent Volumes - Storage Performance Optimization
- SQL Server - PostgreSQL - Cosmos DB - NoSQL Data Stores - Kusto (KQL) - Azure Data Explorer
- Azure Monitor - Prometheus - Grafana - Microsoft Entra - Identity Management
- Python - C Sharp - JavaScript - Golang - Node.js - Next.js - Git

Certifications: PMP, MCSE (Cloud and Data Platform), MCSA (SQL Server), Azure Specialist

Professional Experience

Microsoft, Principal Technical Program Manager

Seattle, WA, May 2024 - Present

- Built RAG system for automated action item generation, reducing processing time from 4 hours to 5 minutes across 200+ Azure executive meetings.
- Led company-wide change management programs across all Azure organizations (Azure Core, Azure Data, and Core AI). Shaped standards for Managed Software Deployment, Configuration Management, Azure Build Health, and Testing practices.
- Influenced Executive VP and Corporate VP decisions across \$100M+ in Azure platform investments through program leadership.
- Led Azure OpenAI team integration with quality programs, resulting in 30% reduction in critical customer incidents and preventing \$15M in SLA penalties.

Microsoft, Principal Cloud Solution Architect

Seattle, WA, November 2021 - May 2024

- Served as global SME for microservices, containers, and distributed systems. Final escalation point for complex architecture challenges across Microsoft's worldwide field teams when standard designs couldn't solve customer problems.
- Led development of Cloud Migration Factory program to accelerate custom application migrations. Built reusable blueprints and migration patterns for enterprise customers.
- Led triage and quality assessment of all field CSA feedback to Azure product groups. Defined feedback standards and worked with field teams and customers to ensure actionable, high-quality product input.

- Built architecture for 3 Fortune 100 companies. Led microservices migrations that cut infrastructure costs by 40% and increased revenue by 15%.

Microsoft, Senior Software Engineer

Seattle, WA, July 2017 - November 2021

- Worked on AzureCAT, Microsoft's engineering team that handles complex problems for the platform's largest customers across the entire Azure stack.
- Contributed to Azure Fundamentals program, helping define platform standards that Azure services must meet before General Availability.
- Fixed critical outage affecting 2.5M connected vehicle users. Redesigning architecture with scale units and credential caching.
- Built custom Kubernetes resource provider for storage performance testing. Enabled enterprise customers to run distributed Spark jobs across clusters.
- Created foundational concepts for Azure Chaos Studio to solve customer resilience testing needs. Shaped Microsoft's chaos engineering platform.

Microsoft, Technical Solutions Professional

Seattle, WA, September 2014 - July 2017

- Built Azure ARM templates for common deployment patterns, published to GitHub. Used by Microsoft partner teams for standard deployments.
- Wrote 36 blog posts covering Azure deployment patterns and DevOps best practices.
- Built training programs for 350+ Microsoft partners covering Azure architecture and deployment strategies.

Previous Experience

- **Geocent, Infrastructure Practice Manager**
New Orleans, LA, July 2012 - September 2014
- **Insource Technology, Technical Manager**
Houston, TX, June 2008 - July 2012
- **JB Knowledge Technologies, Inc., Director of Technology**
College Station, TX, January 2005 - January 2008

Education

Harvard Extension School, Harvard University

Master of Management (in progress)
2022-2026

Texas A&M University

Bachelor of Technology Management, Minor in Business
2000-2005

Projects

Azure Terraform Provider Components: Created Terraform provider components for Web Server Farms and AKS Landing Zone Accelerator, now used by thousands of customers globally for Azure infrastructure deployment.

Ghost Blog MCP Server: Built an MCP server for direct Ghost blog post management, enabling AI assistants to create and edit blog content through API integration

Awards and Recognition

- Co-author, "Pro SQL Server 2012 Practices"
- Co-leader, Houston SQL Server User Group
- Co-chair, SQL Saturday Houston
- Speaker at national SQL Server and Microsoft events
- Microsoft Organizational Leadership Award, SMSandP