Micah Philpotts

CLOUD INFRASTRUCTURE & SYSTEMS AUTOMATION

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Professional profile

AWS Certified Solutions Architect - Professional and DevOps Engineer - Professional with experience in healthcare IT, cloud infrastructure, enterprise automation, and application delivery. Supports Epic and Meditech across a multi-site, 24/7 hospital environment. Builds infrastructure with Terraform, manages Kubernetes workloads, and develops tools that simplify directory administration and business workflows. Seeking cloud, platform, DevOps, and infrastructure engineering opportunities.

Certifications

- AWS Certified Solutions Architect - Professional (SAP-C02) | November 8, 2026
- AWS Certified DevOps Engineer - Professional (DOP-C02) | July 21, 2026
- AWS Certified Solutions Architect - Associate
- AWS Certified Cloud Practitioner

Technical skills

AWS - EC2, VPC, IAM, S3, CloudFront, Route 53, Aurora PostgreSQL, RDS, Secrets Manager, CloudWatch, Lambda, API Gateway, CloudFormation

Azure, GCP and OCI - Azure App Service, Static Web Apps, Azure SQL, Google Compute Engine, Oracle Kubernetes Engine, Oracle File Storage

Infrastructure and delivery - Terraform, Docker, Docker Compose, Kubernetes, Talos Linux, Helm, Argo CD, GitOps, GitHub Actions, CI/CD, Git

Systems and networking - Linux (Ubuntu, CentOS), Windows Server, Active Directory, LDAP, DNS, DHCP, TCP/IP, VPN, SSH, Wireshark, VMware, Hyper-V

Languages and frameworks - PowerShell, Python, Go, C#, SQL, JavaScript, TypeScript, React, Next.js, ASP.NET Core, Node.js, Express, Django REST Framework

Databases - PostgreSQL, SQL Server, MySQL, MongoDB, Redis, SQLite

Enterprise platforms - Epic and Meditech support, Microsoft 365, SharePoint Online, SPFx, PnP PowerShell, Power Automate, Azure Logic Apps

Education

Bachelor of Technology, Computer Networking
Seneca College | 2015-2020

Professional experience

Technical Support Specialist II | William Osler Health System

Brampton, ON | July 2025-present

- Provide service desk and on-site support across hospital locations on a rotating 24/7 schedule, investigating incidents affecting Epic, Meditech, clinical applications, endpoints, and user access.
- Trace application launch and access failures across Windows workstations, Active Directory, and network dependencies. Document diagnostic findings and coordinate escalation to infrastructure and vendor teams.
- Develop PowerShell automation for account provisioning, password resets, and software installation, reducing manual effort by approximately 25% across automated workflows.
- Communicate incident updates with technical staff and clinical users and support restoration of services used in patient-care workflows.

Software Developer, SharePoint Solutions | Roots Community Services

Freelance | Brampton, ON | March 2025-present

- Support a SharePoint Online intranet migration serving 200+ users across 15+ document libraries.
- Configure metadata, version history, access groups, permissions, and navigation to improve document organization and access.
- Build SharePoint Framework web parts with React and TypeScript, reducing manual data entry by 40% in the supported workflows.
- Automate approval routing with Power Automate and connect SharePoint processes through Azure Logic Apps.

Software Engineer | 100Devs

Remote | December 2023-March 2025

- Build full-stack applications using React, Node.js, Express, and SQL/NoSQL databases, including REST APIs and integrations.
- Use Docker for application packaging and GitHub Actions for build and deployment workflows.
- Collaborate through Git/GitHub and iterative development practices to implement features, troubleshoot defects, and deliver application updates.

Technical Director, Live Broadcast | Ruth SDA

Volunteer | Brampton, ON | January 2019-present

- Manage weekly live production for a channel with 3,000 subscribers, coordinating operators and troubleshooting during broadcasts.
- Route camera feeds through NDI/IP and SDI workflows, mix audio using a Behringer WING, and deliver streams with vMix and Castr.
- Maintain production workflows and train operators on reliable equipment and software use.

Earlier experience

Courier | FedEx Express Canada | April 2021-December 2023
Time-sensitive deliveries, route execution, and customer service.

IT Intern | DDB Canada | June-August 2016
Corporate technical support and infrastructure exposure.

Selected engineering projects

Medusa Tennis Storefront | AWS

Terraform, VPC, EC2, Aurora PostgreSQL, IAM, Secrets Manager, Medusa v2

- Provision AWS infrastructure for a Canadian commerce demonstration using Terraform, with Aurora PostgreSQL in a private network.
- Access the database through an EC2 bastion and SSH tunnel. Configure security groups, identity permissions, and database credentials in Secrets Manager.
- Troubleshoot authentication and connectivity, then configure CAD pricing and inventory across six product collections.

Talos Kubernetes Platform | Google Cloud

Google Compute Engine, Talos Linux, Kubernetes, etcd, Terraform

- Provision a four-node Kubernetes cluster with three control-plane nodes and one worker using Terraform.
- Configure unmanaged instance groups and an external TCP proxy load balancer for the Kubernetes API.
- Use Talos boot-time metadata and API-based administration to configure and manage the cluster.

Media Library and GitOps | Oracle Cloud

Oracle Kubernetes Engine, Helm, Argo CD, Oracle File Storage

- Deploy Jellyfin, Sonarr, and Radarr as Kubernetes services with separate Helm configurations.
- Configure shared storage through Oracle File Storage and track deployment configuration in Git with Argo CD.
- Code: github.com/thebasedtaka/orracle-k8-stack

Active Directory Explorer (ADX)

Tauri, React, TypeScript, C#/.NET, LDAP

- Develop a desktop administration tool for partial-name account searches, group membership review, and account expiry calculations.
- Implement bulk account provisioning and organizational-unit workflows through a native C# LDAP sidecar, with local caching for repeat lookups.

Northwind Operations Dashboard | Azure

React, TypeScript, Django REST Framework, Docker, Azure SQL, GitHub Actions

- Build a dashboard for products, customers, orders, and revenue, backed by an API supporting record updates.
- Deploy the frontend to Azure Static Web Apps and a containerized Django API to Azure App Service, using GitHub Actions for deployment.
- Code: Northwind-React-Frontend and Django-Northwind-Api

Additional hands-on work

Terraform examples for S3, IAM, Lambda, reusable RDS modules, remote state, and OIDC. Kubernetes exercises covering CPU and queue-based autoscaling, network policies, and a containerized Go API backed by a MongoDB StatefulSet.