Josh Saulson

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CERTIFICATIONS & SKILLS

Certifications: SAFe Product Owner · SAFe Scrum Master · CNSS-4013: Systems Administrator · CNSS 4016: Risk Analyst

Skills: Access · Active Directory · Agile · Cisco · Citrix · Confluence · Data Analysis · Excel · Group Policy · Jira· Jira Align · O365 · Oracle · PowerShell · SCCM · SQL · System Administration · Visio

WORK HISTORY

SOUTHWEST AIRLINES

Senior Product Owner – Employee Services Center | *April 2023 – Present*

Technology Analyst / Product Owner / Scrum Master – Cloud Common Platform | *October 2021 – April 2023*

- AWS Cost-Savings Opportunities
  - Partnered with FinOps to review current month and year spend on AWS services
  - Engaged with stakeholders and product managers to evaluate potential cost-savings opportunities
  - Facilitated migration of Application Teams' EBS volumes from GP2 to GP3, enabling cost-savings of up to 20%
- Upgrade Runway to Version 2.0
  - Collaborated with Engineers to create documentation and video demos highlighting improvements to Runway and changes Customers need to be aware of
  - Analyzed feedback and data from Customers to create user stories and identify opportunities to enhance product quality and improve the customer experience
- Enhance Disaster Recovery Strategy for Integration Test Suite
  - Documented failover strategy for Integration Test Suite products to ensure no downtime for our Customers
- College Hire and Intern Program Recruiting Committee Lead
  - Work directly with People Department on Technology's on-campus recruiting strategy for colleges/universities and co-developed the first "Southwest Onboarding Lab"

Systems Engineer – End User Computing | *February 2021 – October 2021*
Associate Systems Engineer – End User Computing | *June 2018 – February 2021*

- Windows 7 to Windows 10 Migration
  - Created, tested, and managed Windows 10 deployment to over 30,000 workstations in over 100 locations in the span of one year
  - Led the Windows 10 refresh at one of our reservation centers, created a plan that allocated resources and time efficiently to upgrade over 300 machines; the execution of this refresh was four times faster than any of our other reservation centers
  - Investigated widespread machine incidents and partnered with our internal support teams as well as third-party vendors to determine root cause and viable solutions
- Package and Deploy Applications
  - Worked directly with teams across the company to define and document requirements on how to deploy required applications to internal customers
  - Generated and conducted test requirements with customers and documented results
- Optimization of AutoLogon IDs
  - Devised a strategy to consolidate AutoLogon IDs based on job function rather than location, reducing AutoLogon IDs by over 99%
  - Created and implemented a process to change AutoLogon ID passwords safely and securely without impacting operations, while staying in close communication with Cyber Security

EDUCATION

THE UNIVERSITY OF ARIZONA – ELLER COLLEGE OF MANAGEMENT

Management Information Systems, Bachelor of Science in Business Administration | *May 2018*

- Bachelor of Science in Business Administration, Management Information Systems
- Graduated Cum Laude, 3.5 GPA
- Honors: Axel Influencer Award, Wildcat Excellence Scholarship Award, Zipperman Scholar