

Patrick Jenkins

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AI Infrastructure Solutions Engineer

Enterprise PKI & Certificate Lifecycle • Venafi • Network & Security Appliances • F5 BIG-IP • Hyperscale Data Center • AI-Augmented Engineering

Infrastructure and security engineer with 17 years across enterprise PKI, certificate lifecycle management, network operations, and hyperscale data center buildout — currently advising a regional bank on certificate management modernization. PKI and certificate work is the through-line: Venafi operations and certificate lifecycle across Fiserv, McKinsey, a 600K-cert hybrid estate at Elevance Health, and the current banking engagement. Earlier, built three Ashburn datacenters from empty floors to production — civilian and federal — coordinating subcontractors, structured-cabling teams, and electricians through power, rack-and-stack, fiber interconnects, and Oracle production deployment. Operates FixMyCert end-to-end on self-hosted MCP and Docker infrastructure (DigitalOcean), directing AI tooling (Claude, Replit) to ship customer-facing technical product solo.

PROFESSIONAL EXPERIENCE

CDW Corporation (Consulting) Remote

August 2025 – Present

Senior Certificate Management Engineer | Regional Banking Client

- Assessed the client's Venafi TPP operations and produced leadership-facing reporting on policy structure, discovery architecture, and placement-rule design.
- Identified that scan and placement-rule architecture had no documented standard — including a timing-driven race condition where slower network scans dropped certificates into the _discovered folder ahead of more specific scans able to attribute owners and folders.
- Proposed simplified scan structure and a placement-rule pilot framework to resolve attribution and eliminate orphaned discoveries across 70+ discovery jobs.
- Created the operating procedures the PKI team did not have — certificate lifecycle tasks, troubleshooting decision trees, PowerShell validation procedures.

FixMyCert fixmycert.com

December 2025 – Present

Founder & Operator — Independent Infrastructure & Education Platform

- Solo-built and operate a free engineering education platform end-to-end using an AI-augmented stack (Claude, Replit, self-hosted MCP servers on DigitalOcean).
- Operate Docker-based MCP infrastructure on DigitalOcean as the data backbone for FixMyCert's PKI Compliance Hub — serves dynamic compliance reference content (CA/Browser Forum, NIST, PCI DSS updates) from production endpoints.
- Shipped 100+ published guides and 50+ interactive demos covering enterprise certificate management with integrated compliance tracking and tooling.

Lucid Services Group (Contract) Alpharetta, GA

August 2024 – July 2025

PKI Engineer | Elevance Health (Fortune 25 Healthcare)

- Built a pre-provisioning documentation catalog (~20 documents — 8–10 platform-specific intake templates spanning F5, IIS, DataPower, and AWS including legacy AWS and CloudFormation variants, plus procedural runbooks) so certificate requests arrived in the right shape across requesting teams.
- Operated inside a 600,000-certificate hybrid estate spanning Linux, AWS, F5, and DataPower.
- Modified existing PowerShell tooling for Venafi policy-folder user onboarding; used PowerShell modules to query the Venafi REST API for investigation and troubleshooting.
- Supported teams through Entrust-to-Sectigo CA migration — handled roughly 50 intermediate CA remediation cases across platforms during the engagement (recurring 1–2 per week).
- Triage certificate-related integration failures back to root cause in provisioning steps during Change Management windows.

McKinsey & Company Atlanta, GA

June 2021 – February 2024

Senior Cloud Infrastructure Engineer | Device Identity

- Primary responsibility for Venafi TPP platform stability — upgrades, performance troubleshooting, and security hardening — across the firm's global device identity infrastructure.
- Triage and resolution point for ~80% of firm-wide PKI ticket volume; recognized in peer review for keeping operations stable.
- Led the investigation and remediation effort to bring the Venafi master admin account under monthly password rotation; partnered with IPAM team on a BeyondTrust-based workflow that established the foundation for rotation across additional service accounts (SQL Server and others).
- Researched DigiCert API patterns for emergency revocation of authentication certificates on confiscated devices in the China region — partnered with the SOC team to inform SOAR playbook design.
- Authenticated Kubernetes clusters for certificate issuance via Venafi.

Fiserv Alpharetta, GA

April 2019 – June 2021

Senior Security Engineer | Data Protection

- Mentored and supported junior engineers on PKI concepts, troubleshooting, and certificate management operations.
- Escalation support for Windows teams on PKI tasks — MMC Snap-In troubleshooting, locating existing certificate requests for IIS installs, resolving TLS protocol version mismatches.
- Worked with manager on ServiceNow CMDB workflow improvements through non-prod release testing — added custom fields and configuration item relationships for certificate tracking.
- Furnished audit evidence on certificate installation locations for PCI compliance reviews.

Oracle Corporation Reston, VA & Alpharetta, GA

June 2015 – March 2019

Senior Network Analyst

- F5 certificate management owned 90% of the role — full lifecycle ownership across a 100+ F5 BIG-IP fleet supporting OPC business lines.
- Executed enterprise SSL certificate migration from SHA1 to SHA2 across the 100+ F5 BIG-IP fleet, resolving certificate-assignment issues impacting BIG-IP traffic.
- Built operational documentation libraries covering SSL certificate management, encryption standards, and network security policies.
- Transitioned to security team toward end of tenure — vulnerability management on F5 fleet; began RedSeal implementation for FedRAMP STIG compliance.

Oracle Corporation Ashburn, VA

May 2013 – June 2015

Senior Systems Administrator | Federal & Civilian Cloud Hosting

- Built three Ashburn datacenters from empty floors to production across several hundred racks — Equinix and DigitalRealty for civilian, Carpathia (since renamed) for federal/government — coordinating subcontractors, security teams, and network teams from power and structured cabling through Oracle production deployment.
- Directed racking and cabling contractors on hardware installation and prepositioning; partnered with electricians on PDU troubleshooting and with structured cabling techs on Ethernet punchdown and fiber interconnects between cages.
- Performed bare-metal Linux installations via crash cart across the Ashburn server fleet during buildout — first-touch OS provisioning before handoff to platform teams.
- Configured security and network appliances at volume during buildout — McAfee, Qualys, F5, Barracuda, Juniper, and Cisco — including firewall configuration and installation of fiber mirror / network tap modules for traffic reflection feeding security data inspection.

Oracle Corporation (via Taleo) Metro Jacksonville, FL

November 2008 – May 2013

Systems Administrator | Taleo SaaS Platform

- Operated Taleo SaaS platform infrastructure across Enterprise and Small Business product lines (4,200+ customers by mid-2010).
- Installed and configured Linux services on Taleo platforms to support new customer implementations and environment expansion.
- Troubleshot production server issues including JVM memory pressure on the Taleo platform; managed custom deployments and change management for Taleo customers.

TECHNICAL SKILLS

Data Center Operations: Hardware bringup • Rack-and-stack • Structured cabling • Fiber interconnects between cages • PDU coordination & power troubleshooting • Line-card and service-module replacement • Subcontractor and electrician coordination • FedRAMP & PCI environments

Networking & Protocols: F5 BIG-IP load balancing • SSL/TLS offload and cipher tuning • Juniper firewalls • Cisco switching • TCP/IP, DNS, DHCP • Network tap / packet broker installation

Security Appliances & Vulnerability Management: McAfee • Qualys • Barracuda • Firewall configuration aligned to InfoSec requirements • RedSeal (FedRAMP STIG compliance, early-stage)

Linux & Systems Administration: Linux production administration on bare metal and virtualized • Bare-metal Linux installations via crash cart • JVM troubleshooting

Enterprise PKI & Cert Management: Venafi TPP platform stewardship (upgrades, performance, hardening) • F5 certificate lifecycle • CA migration (Entrust → Sectigo, SHA1 → SHA2) • DigiCert API • CyberArk Certificate Manager • BeyondTrust integrations • Adaptable Flows • X.509 lifecycle

Automation & APIs: REST API integration (Venafi REST API, CA platform APIs) • PowerShell, Python, Bash — read, modify, and operate scripts in production environments • Source control

AI-Augmented Engineering: Claude as daily engineering and operations partner • Self-hosted MCP servers on DigitalOcean • Replit • Translating business problems into AI-orchestrated solutions

Partner Enablement & Documentation: Deployment runbooks • Troubleshooting decision trees • Pre-provisioning intake templates • Executive-facing investigation reports • Customer-facing technical communication • 100+ published technical guides (FixMyCert)

EDUCATION

Jacksonville University — Jacksonville, FL

Bachelor of General Studies — Computer Information Management