

# YUON FLEMMING

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## DEV OPS ENGINEER

Computer scientist with years of experience designing and supporting scalable infrastructure solutions. Skilled at enablement through automation, orchestrating CI/CD pipelines, and delivering reusable and self-service dev ops capabilities.

## PROFESSIONAL EXPERIENCE

**The Cigna Group**, New York, NY / Glasgow, UK / Bloomfield, CT July 2015 – April 2025  
**Dev Ops Engineer**, January 2019 – April 2025

Implemented and maintained customer designed architectures. Supported critical infrastructure used by application teams and analysts.

- Implemented Openshift Ansible Operators to support Cigna's Enterprise Application management solution to improve developer workflow and augment Service Now auditing.
- Engineered Cigna's migration from Broadcom Rally to Atlassian Jira Cloud to manage agile workloads. Allowed 2000+ users across over 50 teams to manage projects uninterrupted.
- Owned an on-prem Hadoop cluster of 500+ nodes, and serviced tickets from teams using the cluster with strict SLAs. Automated on-boarding and maintenance tasks which improved team SLAs by 10%, and reduced cluster downtime by 8%.
- Consulted on AWS infrastructure for customer use cases, helping application teams gain approval to release to production and remain compliant.

**Lead Infrastructure Automation Engineer**, January 2018 – December 2018

Orchestrated and managed Ansible Tower Infrastructure for Cigna UK, Spain, Belgium, and Hong Kong.

- Maintained an environment of 2000+ VMs across 3 data centers and 2 countries with Vmware, and developed over 20 Ansible Tower services to automate maintenance and provisioning of server requests. Reduced server delivery time from 1 week to 1 hour, increasing the velocity of application teams across Europe and Asia.
- Trained 10 team members in Europe and Asia to use Ansible Tower and create custom Ansible modules, leading to the adaption of Ansible and formalized CI/CD standards within Cigna's European dev ops department.

**Full Stack Application Developer**, July 2015 – December 2017

Created and maintained a Django/Python REST API application for teams and analysts using Hadoop. Assisted customers with managing and accessing petabytes of data.

- Improved REST applications by developing Jenkins CI/CD pipelines that emphasized TDD compliance, leading to avg. code coverage of 80% for all applications supported by the team.
- Developed automated ETL and ELT data pipelines to transform and deliver weekly payloads of customer data to Hadoop, Teradata, and Oracle. Analysts used this critical data to anticipate and meet customer needs, drive engagement, and develop new products.
- Partnered with Dev Ops teams to democratize CI/CD services and best practices. The resulting Dev Ops center of excellence standardized application delivery within Cigna.

**Wheeli Inc.**, Bronx, NY May 2014 – May 2015

**Application Developer**

Django/Python Developer for the [wheeli.us](http://wheeli.us) website.

- Developed scalable application features such as messaging, user profiles, login, and ride selection, allowing the company to seamlessly grow its user base to over 1,600 users within 1 year.
- Led search engine optimization and Google Analytics integration to gather user engagement data. This optimized Wheeli's user campaign strategy and led to growth of 400+ new users each semester.

## SKILLS

Jenkins | Openshift | Ansible Tower |  
Github Actions | AWS Codebuild |  
Terraform | Python | C++/C# | Java  
(Android) | Bash/Shell | Docker |  
Kubernetes | YAML | AWS | GCP | Git

## COMPETENCIES

**CI/CD Pipeline Development –**

Architected, programmed, and supported 20+ Jenkins and Ansible services at Cigna to enable over 5000 end users to deliver on their own mission critical projects.

**Automation –** Spearheaded the delivery of Ansible Tower for Cigna's European Devops team in a 1-year timeline. The resulting automated services increased velocity for infrastructure and application development teams, and set a new standard for CI/CD delivery.

**Infrastructure As Code (IaC)–**

Architected and developed reusable cloud based solutions for internal customers lacking AWS expertise using Terraform. Aided 1-2 teams per month in preparing for architecture compliance reviews, and pushing customer facing applications to production.

**Application Development –**

Architected, programmed, and supported numerous Enterprise REST, Web, Cloud, and Microservice applications at Cigna to enable over 5000 end users to deliver on their own mission critical projects.

## EDUCATION

**Master of Science, MS**, Computer Science, 2022

Syracuse University College of Engineering and Computer Science

**Bachelor of Arts, BA**, Computer Science and Math  
Wesleyan University

## CERTIFICATIONS

AWS Cloud Practitioner 2020-2028 |  
AWS Solutions Architect  
Associate 2023-2026 | AWS Developer  
Associate 2025-2028 | Information  
Technology Infrastructure Library (ITIL)  
Service Operation