

Ernest E. Teem III

Forward Deployed Engineer | Customer Solutions | AI & Platform Engineering

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Forward Deployed Engineer at Aivato owning customer-facing technical delivery from discovery and live demos through deployment, SSO setup, integrations, troubleshooting, onboarding, and production handoff. Combines AI development and AI-assisted Ansible/AWX and Terraform automation with deep SRE, Linux, cloud, and production operations experience.

CORE STRENGTHS

Forward Deployed Engineering

Technical discovery, customer demos, solution mapping, deployments, SSO, integrations, onboarding, troubleshooting, adoption, field feedback

AI Engineering

AI development, agents, guardrails, MCP, RAG; AI-assisted Ansible/AWX and Terraform development

Automation

Ansible, AWX, AAP, playbooks, roles, inventories, job templates, surveys, credentials, RBAC, workflow templates

SRE / DevOps

CI/CD, Terraform, Terragrunt, infrastructure as code, incident response, reliability engineering, deployment workflows

Observability

DataDog, PagerDuty, Dynatrace, Splunk, ELK, Prometheus, Nagios, dashboards, alerting, escalation paths

Linux / Cloud

Linux, Apache, Nginx, DNS/BIND, LVM, SSH, AWS EC2/VPC/IAM/S3/Lambda/ECS/Fargate/Route 53/SQS, Docker, Kubernetes, HAProxy

Programming

Go, Python, Bash, Perl, JavaScript, Node.js, PHP, Java, C/C++, Vault, operational tooling

PROFESSIONAL EXPERIENCE

Aivato

2026 - Present

Forward Deployed Engineer / Senior Software Engineer

- Lead customer-facing technical delivery from discovery and live product demonstrations through solution configuration, deployment, onboarding, and production handoff.
- Deploy Aivato solutions into customer environments, configure SSO and integrations, validate service health, and troubleshoot implementation and adoption blockers.
- Translate customer workflows and field feedback into product requirements, implementation decisions, and engineering changes.
- Build production AI-agent workflows spanning tool execution, guardrails, MCP integrations, and RAG-backed retrieval.
- Developed DeltaManager for engineering-change analysis, compare reports, 3DXML parsing, and CATIA-assisted workflows.
- Deliver customer-relevant capabilities including KBL Creator, Ldorado-XD conversion, compare reporting, QA, parts and cost data, PDF-to-BOM, exports, and wire tracing.

Credit Acceptance, Southfield, MI

2017 - Apr 2026

Senior Site Reliability Engineer

- Supported alerting, dashboards, escalation, and production troubleshooting with DataDog, PagerDuty, Dynatrace, Splunk, ELK, Prometheus, and Nagios.
- Built an automation framework that allowed Splunk and monitoring events to trigger controlled remediation workflows.
- Used AI-assisted development to author, refactor, review, and troubleshoot Ansible playbooks and reusable roles for Linux configuration and maintenance.
- Applied AI assistance to develop and debug AWX job templates, inventories, surveys, and workflows supporting controlled, repeatable operations.
- Used AI to develop, explain, and troubleshoot Terraform and Terragrunt infrastructure code and review proposed platform changes.
- Developed and refined Python and Bash operational tooling with AI assistance for automation, debugging, and repeatable administrative tasks.
- Used AI to interpret logs, errors, and configuration differences, investigate incidents, and develop troubleshooting and remediation steps.
- Used AI to draft and improve operational runbooks, automation documentation, and validation steps for infrastructure changes.
- Automated Oracle installs, server configuration, package and service changes, maintenance, and DNS work across large Linux estates.
- Developed Vault-backed credential rotation and supported mixed Linux/Windows production troubleshooting.
- Designed an AWS SFTP solution and re-architected legacy SFTP services into a maintainable containerized platform.

Credit Acceptance, Southfield, MI

2016 - 2017

Senior Linux Systems Administrator

- Automated on-call changeover processes to reduce coordination overhead and operational risk.
 - Automated Cache database refresh workflows to improve repeatability and turnaround time.
 - Built a Go server-inventory tool using vSphere as the source of truth.
 - Supported Linux engineering across DNS/BIND, service configuration, package management, SSH access, and operational troubleshooting.
 - Coordinated Linux and Windows operational handoffs, dependency checks, access, and monitoring-driven troubleshooting.
 - Created monitoring and response automation to detect and react to server reboots.
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TEKsystems / Sears, Troy, MI

2015 - 2016

Linux Systems Engineer, Contractor

- Created an email archiving system using Hadoop-backed storage and Linux services.
 - Managed VM host environments using KVM and virsh.
 - Designed system layout and implementation planning for a Kolab platform upgrade.
 - Built bridged networking configurations for VM and LAN connectivity.
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Easy Online Solutions, Southfield, MI

2012 - 2015

Linux Systems Administrator / Engineer

- Managed approximately 2,000 mixed bare-metal and virtual Linux servers across client environments.
 - Built a web control panel that simplified client operations and service management.
 - Wrote Perl automation to convert Apache virtual host configurations to Nginx.
 - Developed internal task-tracking and Red Hat backup-management automation using BackupPC.
 - Supported client migrations through configuration review, data transfer, and hosting-environment setup.
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ITT Technical Institute, Dearborn, MI

2009 - 2012

System Support Technician

- Managed a fiber-optic WAN upgrade and coordinated time-sensitive router, switch, and server upgrades.
 - Built a Red Hat Linux helpdesk system in Perl to improve support intake and tracking.
 - Hired, coached, and supervised up to five lab technicians while overseeing daily technical operations.
 - Created utilities to automate lab operations, imaging workflows, and recovery tasks.
 - Designed custom Linux boot media to streamline data-recovery and support workflows.
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