

Jack Suzuki

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Japan Permanent Resident

Professional Summary

Infrastructure and production support engineer with a background in Linux/Unix operations, technical troubleshooting, and support for complex production environments. Experienced in scripting, automation, operational tooling, telemetry and observability, and deployment of host-based firewall controls across large server estates. Comfortable working hands-on, improving supportability, and providing informal technical leadership in high-pressure environments.

Core Competencies

- Linux/Unix Operations
- Production Support
- Technical Operations
- Incident Troubleshooting
- Scripting and Automation
- AI-Assisted Scripting and Prototyping
- Telemetry and Observability
- Host-Based Firewall Deployment
- Network Segmentation
- Operational Tooling
- Runbook Documentation
- Cross-Functional Collaboration
- Informal Technical Leadership

Technical Skills

- **Operating Systems:** Linux, Unix, Red Hat Enterprise Linux
- **Scripting / Automation:** ksh, shell, Perl, Python, operational automation, AI-assisted scripting and prototyping
- **Infrastructure / Security Controls:** Terraform, Ansible, host-based firewall deployment, network segmentation
- **Observability / Diagnostics:** telemetry, Splunk, Prometheus, Grafana, eBPF, log-driven investigation, metrics analysis
- **Production Support:** incident response, troubleshooting, escalation support, root cause analysis, change support, runbooks, resiliency exercises
- **Tools / Platform Exposure:** Git, Confluence, Snowflake, AutoSys, Solarflare
- **Core Services Exposure:** Kerberos, DNS, DHCP

Experience

Morgan Stanley Japan Group; Tokyo, Japan

2006 to Present

Vice President, EC SETI / Unix Operations (2023 to Present)

- Provide hands-on Linux/Unix production support for electronic trading infrastructure, serving as a senior escalation point in a high-pressure production environment.
- Participate in a 24x7 on-call rotation covering incident response, escalation handling, and post-incident operational follow-up.
- Maintain and enhance operational tooling in ksh, shell, Perl, and Python to automate repeated tasks and improve consistency.
- Improve operational visibility through lightweight telemetry and provenance tooling used for diagnostics, troubleshooting, and investigations across a large server estate.
- Improve documentation quality and support readiness by consolidating operational knowledge into Confluence and standardizing runbooks.
- Leverage LLM-assisted development workflows to speed internal tool creation and support engineering tasks.
- Support disaster recovery and resiliency exercises for controlled testing of critical environments.

Vice President, Security Development (2018 to 2023)

- Modernized the collection and analysis of process and network telemetry to a more maintainable Snowflake-based platform, improving large-scale diagnostics and operational visibility.
- Integrated eBPF where practical to lower collection overhead and improve efficiency of metrics gathering.
- Trained and empowered teams in Singapore and India to operate, support, and enhance the platform and related workflows, improving regional scalability.
- Contributed to software delivery and operational improvement efforts through SDLC governance, Agile, DevOps, CI/CD, and SRE-related practices.
- Coordinated integration and rollout of Illumio for host-based network segmentation across 7,000 Windows servers, extending the broader policy-driven control model used for Linux environments.

Associate / Consultant, Security Development (2008 to 2018)

- Developed a lightweight software process telemetry and provenance collection method used across more than 58,000 hosts, improving visibility for diagnostics, operational investigations, usage reporting, and detection of software and supply chain risk.
- Created a policy-driven system to deploy host-based firewalls for environmental network segmentation, enabling firewall policies owned by system owners to be transformed into rules at scale across 25,000+ Linux servers.
- Re-architected the firewall policy method to scale beyond 12,000 Linux servers and coordinated rollout of the control point to additional nodes as coverage expanded.
- Adapted firewall policies to changing U.S. Federal requirements, helping expand scope to more than 25,000 Linux servers in production environments.
- Helped transition support from a developer-owned model to a dedicated operations team, improving long-term maintainability and operational ownership.
- Started and ran monthly Lightning Talks to encourage knowledge sharing across technologists and business stakeholders.

Certifications, Patent, Recognition, and Community Involvement

- **CISM** - Previously held (currently inactive)
- **Inventor, US-12224986-B2¹** - U.S. patent in enterprise infrastructure / security engineering
- **Technical Recognition** - Internal recognition for engineering contributions and technical knowledge sharing
- **Volunteer, Knights in White Lycra (KIWL)** - Provide event planning and logistics support for charity cycling events in Japan

Personal Projects

- Built small applications, utilities, and workflow tools using LLM-assisted development methods, with a focus on rapid prototyping, iteration, refactoring, and testing.
- Developed BackBy, a practical ETA and return-by planning concept for cyclists, walkers, and drivers, as a lightweight application design project.
- Explored structured AI-assisted engineering workflows for small software projects, including ticketing, branching, review, testing, and documentation practices.
- Apply AI-assisted scripting and prototyping techniques to create practical, maintainable tools and experiments.

Languages

- English - Native
- Japanese - Conversational

¹ This patent can be found at <https://patents.google.com/patent/US12224986B2/en?q=US-12224986-B2>