

SUMMARY

Systems Engineer with expertise in cloud infrastructure, backup, storage, and system administration. Proficient in troubleshooting, scripting, virtualization, and providing Tier 1 support for complex technical issues. Strong background in AWS, Red Hat, and Infrastructure-as-Code (IaC). Committed to delivering exceptional customer support and ensuring system reliability in enterprise environments.

EXPERIENCE

Cloud Engineer & Systems Administrator

 Dec 2022 – Ongoing

by The Lindemans

 Glendale, AZ

- Provided Tier 1 support for cloud and backup solutions

- Acted as Tier 1 support for AWS, Red Hat, and backup solutions, troubleshooting and resolving complex issues for enterprise customers
 - Managed AWS infrastructure, optimizing cloud resources, storage, and backups to ensure reliability and data integrity
 - Utilized Infrastructure-as-Code (Terraform) and scripting (Python, Bash) to automate infrastructure management and workflows

Developed knowledge base and customer support documentation

- Documented solutions to known issues and conducted product training to enhance customer understanding of AWS, Red Hat, and Veritas products
 - Collaborated with team members to verify and replicate customer issues in lab environments, providing advanced troubleshooting and creative solutions
 - Supported customers with system architecture recommendations, focusing on cloud security, disaster recovery, and continuity of operations

Linux Systems Administrator & DevOps Engineer

 Jun 2022 – Ongoing

Tolleson Union High School District

 Avondale, AZ

- Managed Linux servers and virtualized infrastructure

- Administered Red Hat and Linux-based servers, ensuring optimal performance and security across enterprise environments
 - Implemented backup and disaster recovery solutions, maintaining continuity of operations for critical systems
 - Utilized virtualization technologies and cloud infrastructure to optimize system resources and improve scalability

Enhanced automation and infrastructure management

- Automated infrastructure deployment and configuration using Ansible and Bash scripting, reducing manual intervention and improving reliability
 - Developed workflows for system monitoring, load balancing, and security protocols, supporting proactive issue resolution
 - Created technical documentation for infrastructure setup, maintenance, and troubleshooting, improving team knowledge transfer

Mission Technology Specialist

 May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints

 Syracuse, NY

- Supported IT infrastructure and customer service


- Provided technical support for on-premises and cloud systems, focusing on incident management, user training, and system troubleshooting
 - Managed backup solutions and data recovery protocols, ensuring minimal downtime and data loss across the network
 - Assisted in configuring and maintaining network security, including VPNs, IPsec, and load balancing for secure and efficient connectivity

Developed scripting and automation solutions


- Utilized Python and Bash scripting to automate repetitive tasks, improving efficiency and reducing operational workload
 - Created documentation for IT processes, security configurations, and system maintenance, enhancing support effectiveness
 - Collaborated with team members to implement new technologies and improve system reliability and performance

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

 Expected May 2026

Arizona State University


 Online

- Focus on Cloud Computing, System Administration, and IT Security; currently maintaining a 4.0 GPA

Associate of Science in Computer Science

 August 2024

Rio Salado College

 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included Cloud Management, Backup Solutions, and Scripting

SKILLS

- AWS

Red Hat

Veritas

Backup & Recovery

Virtualization

Infrastructure-as-Code (IaC)

Terraform

Python

Bash

System Administration

Troubleshooting

Customer Support

Disaster Recovery

Networking

Technical Documentation