

# LEONARD ESERE

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## Education

**Bachelor of Arts:** Economics | Terry Scholar | Honors Student | **University of Texas** - San Antonio, TX 2019

**Master of Science:** Management Information Systems | Currently Taking Classes 2020

## Certifications

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- CompTIA Network+, Security+, Cloud+, AWS Solutions Architect

## Skills

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- Programming knowledge (JavaScript, Node.JS, PS, JSON, Docker, React+ Linux shell scripting, etc.)
- Advanced knowledge of the Teradata DBS
- 7 years of combined Technical experience
- SCCM, RDP, Vsphere, Linux, AWS
- Servers expertise, Infrastructure planning
- Virtualization, Hardware and software installation
- Risk analysis, Software diagnosis

## Work History

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**Cloud Support Senior Engineer** 12/2019 to Current **USAA** – San Antonio, Texas

- Performance Infrastructure computing and fine tuning of the hardware and software components
- Plan, build and design Virtualization (Hypervisor, Vmware, Cloud Management platform)
- Vmware platform Installation and Data in resolving issues related to delivery networks
- Installation/Configuration/Troubleshooting of Windows Server and Linux Operating system
- Monitoring and calculating infrastructure storage
- Performance Infrastructure computing and fine tuning of the hardware and software components for the performance enhancement of the service being offered to the customers through the applications hosted in the data center
- Monitoring and managing vendor activities for project and support related issues supervision.

**Cloud Support Specialist** 10/2018 to 12/2019 **Medtronic INC** – San Antonio, Texas

- Assisting with troubleshooting, performance monitoring, and tuning
- Staying abreast of new cloud technologies by constantly learning and looking for training opportunities to enhance technical knowledge
- Assist with leading problem resolution to root cause & take initiative in identifying and fixing broken processes
- Managing and responding to incoming tickets and resource requests related to server VMs
- Supporting VTM remediation by troubleshooting patching failures
- Investigating VM crashes/outages from the virtual hardware perspective
- Perform system provisioning and system upgrades

**IT SPECIALIST** 08/2017 to 07/2018 **PRO-VIGIL SURVEILLANCE** – San Antonio, Texas

Configuring and maintaining the networked computer system, including hardware, system software, and applications. Ensuring data is stored securely and backed up regularly. Diagnosing and resolving hardware, software, networking, and system issues when they arise. Replacing and upgrading defective or outdated components when necessary. Monitoring system performance to ensure everything runs smoothly and securely. Researching and recommending new approaches to improve the networked computer system. Providing technical support when requested. Documenting any processes which employees need to follow in order to successfully work within our computing system