

# CHRISTOPHER L. RODRIGUEZ

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**TECHNICAL IMPLENETATION SPECIALIST • SENIOR FIELD SERVICE ENGINEER • FIELD SERVICE TECHNICIAN**

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**Linux Desktop Support • Server Administration • Cloud Architecture**

**Azure • AWS • Cloudflare**

**Docker • Kubernetes**

**Bash • Powershell • Python • Javascript**

**vSan • VMWare • vSphere**

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## PROFESSIONAL EXPERIENCE

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### TECHNICAL IMPLEMENTATION SPECIALIST

- Coordinate a range of projects nationwide with clients to meet SLA & KPI targets
- Act as project manager and liaison between development team, implementation team and clients
- Manage implementation of Kiosk software responsible for \$1bn+ of quarterly revenue
- Coordinate with clients & implementation team to deploy software without interruption of critical business services
- Manage routing tables, DHCP, DNS, Subnets and other network protocol
- Implement and configure multi-factor authentication and MFA protocol to fit business needs and security standards
- Maintain up to date knowledge of SQL, JavaScript, Python and PowerShell languages
- Retrieve logs and debug information to determine points of failure during deployment and operation

### SENIOR FIELD SERVICE ENGINEER

- Work with clients and project managers to plan, build and deploy datacenter solutions around service needs and cost efficiency
- Diagnose and troubleshoot server issues via Linux/CentOS GUI & SSH/Telnet/Serial CLI
- Build and deploy vSAN/SAN infrastructure to meet storage needs for production data
- Install, troubleshoot and deploy CISCO & Dell Connectrix Switches
- Troubleshoot fiber optic/SFP, SAS and Ethernet connectivity issues
- Build and deploy VMWare cloud solutions
- Perform installs, upgrades and break/fix component repair to all supported products (Isilon, ECS, Powermax, VBlock et al)

### FIELD SERVICE TECHNICIAN

- Work closely with casino house managers to determine problematic cabinets
- Utilize network operations center (NOC) to remotely troubleshoot and deploy solutions across 5000 cabinets
- Repair mechanical and electrical components
- Diagnose and troubleshoot Windows & Linux OS faults in cabinets and office PC's
- Maintain excel spreadsheet documentation of all repairs and parts used
- Maintain daily log of all machines visited, diagnosis and troubleshooting steps

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**EMPLOYERS**

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|-------------------|--------------------------------------|--------------------------------------|
| Pavilion Payments | -Techincal Implementation Specialist | <b>February 2024 – Present</b>       |
| Dell EMC          | -Senior Field Service Engineer       | <b>January 2022 – January 2024</b>   |
| Scientific Games  | -Field Service Technician            | <b>September 2019 – January 2022</b> |

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**EDUCATION / TRAINING**

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|--|----------------|----------------------------------|
| Prospect Center for Career Education   | -GED           | <b>Graduated – July 2007</b>     |
| nPower NPO                             | -CompTIA A+    | <b>Graduated – February 2016</b> |
| Borough of Manhattan Community College | -Biotechnology | <b>Graduated – June 2016</b>     |