Andrew **Perlas**

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Profile

Technology professional with 9+ years of progressive experience in MSP, federal, and small business. My technical skills and high level of customer service throughout my employment at an MSP company resulted in the completion of over 12,000 customer tickets (the most in the MSP's history) and an overall personal NPS score of 93 rated by the clients I served. My expertise in Windows server administration and virtualization solutions, such as VMWare and Citrix VDA, were essential in supporting the Navy's IT infrastructure at Pearl Harbor Naval Shipyard.

I have been able to expand my skillset into the DevOps realm working with technologies such as Git, Google Cloud, and Docker in my current role as an IT Engineer at a game/software development company.

Experience

Professional _____

KOMODO Hawaiʻi | Honolulu, HI

IT Engineer/Systems Administrator | **Jan 2024 – Present**
- Lead the migrations of production web apps, hosting, and domains from legacy infrastructure to modern cloud-based systems
- Partner with executive team members to establish IT operations and policies in areas such as security controls, network configuration, identity and access management, and endpoint management
- Collaborate with software devs on improvements to product development by implementing role-based access control, establishing infrastructure monitoring, and hardening security with Cloudflare enterprise features
- Audit organization's SaaS subscriptions and align them with actual business needs, reducing monthly costs by thousands of dollars.

Skills: Google Cloud (IAM, Artifact Registry, Run, SQL, Secrets Manager) • Google Workspace • Git • Github Actions • Docker • Cloudflare (DNS, WAF, Zero Trust) • Vendor Management

Client Solution Architects | Pearl Harbor Naval Shipyard, HI

System Administrator (Top Secret Clearance) | **Sep 2022 – Jan 2024**
- Primary admin for configuration, maintenance, and reliability of the Citrix environment hosting virtual apps and desktops
  - Performed monthly patching and application updates to images. Updated images are pushed out to the entire Citrix farm through provisioning and Machine Creation Services
  - Planned and executed the cutover of the existing Xenapp 7.15 farm to an updated Citrix 2203 farm
- Remediated security vulnerabilities identified by Nessus ACAS vulnerability scans
- Collaborated with various branches to specify firewall and HBSS rules for systems and apps to allow only necessary network traffic and protocols coming inbound and going outbound on servers
- Migrated services, such as DHCP and WSUS, running on Windows Server 2012 R2 operating systems to newer Windows Server 2019/2022 virtual machines hosted on VMware

Skills: Windows Server 2012r2 - 2022 • Citrix Virtual Desktops and Apps • VMware • Active Directory • DNS • DHCP • Patch Management • STIGs • PKI • ACAS • HBSS • Customer Service • Problem Solving • Teamwork

TechMD | Santa Ana, CA

Professional Services Consultant | Feb 2021 – June 2022
- Planned, managed, and executed on project deliverables designed to improve the IT infrastructures of our clients and leverage technology to increase end user productivity and business performance
  - Examples: On-premises server migrations to cloud solutions, configuration of virtual desktop environments through Azure and Citrix, replacing network firewalls/switches/access points
- Collaborated with stakeholders throughout the project to discuss technical information, timeline, and action items
- Automated a frequent project deliverable for migrations of user workstations to AzureAD using Powershell
  - This manual process of about 20 minutes per machine could completed in 5 minutes by running a script
  - Use of the script allowed Consultants to complete this deliverable well under budget

Skills: Azure (AD, AVD, Virtual Machines, Virtual Networks, Cost Management) • Office 365 • Sharepoint • OneDrive • Exchange • Powershell • HyperV • Datto BCDR • VPN • NAT • ACLs • VLAN • SD-WAN • Documentation • Project Management • Communication

Technical Lead/Escalations Analyst | May 2019 – Feb 2021
- Served as tier 3 level support for ticket escalation and as a direct escalation point of contact for client VIPs
- Worked on the most involved and challenging service team tickets including network cutovers, server outages, and main line of business application updates

Skills: Leadership • Customer Service • Problem Solving • Teamwork • Dell Sonicwall • Cisco Meraki • Ubiquiti UniFi • DRAC/iLo • Group Policy • Windows Server 2008 - 2022 • Active Directory • Powershell • SQL

Team Lead | Apr 2018 – May 2019
- Mentored members of the service team on the technical and operational knowledge needed to achieve excellent customer service and to exceed our service level agreements
- Identified improvements with our business processes so that we could be more efficient and effective in areas such as driving long-standing open tickets to resolution and executing successful on-site client visits
- Provided best practice recommendations to our clients including upgrades to legacy hardware, migration of on-premises Exchange or files to Office 365, and establish secondary systems for increased business continuity

Skills: Leadership • Customer Service • Communication • Teamwork

Projects _____

The Cloud Resume Challenge | 2023 - Present

- Created static website using HTML and CSS
- Provisioned GCP infrastructure for the website using Terraform
- Configured DNS for custom domain name directed to GCP static website endpoint - https://resume.andrewperlas.com
- Maintained version control on Github repo
- Applied CI/CD automation via Github Actions

Skills: Google Cloud • Terraform • Git • Github Actions • Markdown • HTML • CSS

Homelab | 2021 - Present

- Configured Unifi networking equipment (gateway, PoE switch, and access points)
- VLANs created to segregate separate networks for guests, smarthome devices, and management
- Installed and maintain Ubuntu Server on Intel NUC for hosting docker containers running web applications (dashboards, Unifi controller, home automation)
- Repurposed old PC as a NAS running unRAID for RAID5 file storage and to run local virtual machines

Skills: Linux • Vim • Docker Compose • Ubiquiti UniFi • VLAN • unRAID

Certifications

CompTIA Security+ ce | **July 2022**

Education

B.S. Management Information Systems | **Aug 2010 - Dec 2014**
California State University San Marcos