Brad Pearson

San Antonio, TX 78260
Email: BradPearsonTX@Gmail.com

Technical Skills

- Installing, configuring, and maintaining Microsoft Windows and Linux Operating Systems.
- Some programming knowledge with bash, JavaScript, YAML, and Python.
- Understanding of AWS Solutions including Route53, EC2, VPC, WAF, RDS, and IAM

Inter–Personal Skills

- Customer Service experience, including handling escalations.
- Experienced with documentation, training, and managing for a team of server administrators.
- Experienced in handling highly volatile proprietary information.
- Understanding of PMI practices for project management.

Experience

Senior Cloud Suite Engineer | Infor, San Antonio, TX | December 2021 - Current

- Respond to Alerts from Splunk and Sumo Logic.
- Maintain on call rotation using PagerDuty.
- Work with AWS console to assist with troubleshooting and repairing issues.
- Maintain Git CI/CD pipeline.
- Support Change Management best practices.
- Compliance and Security updates and patches.
- Support minimal downtime strategies.
- Support Development and QA with Software Delivery Lifecycle.

Cloud Administrator | ASM Research, San Antonio, TX | November 2019 – December 2021

- General team administration including training, access requests and first escalation for issues and troubleshooting.
- Identify and implement opportunities for improvements to tools and services.
- Assist with root cause analysis or reason for outage for production issues.
- Coordinate with Development teams to design and implement solutions based on requirements.
- Respond to escalations based on Splunk Alerts.
- Work with AWS console to assist with troubleshooting and repairing issues.
- Interface with partner data centers to plan, schedule, execute, and validate infrastructure maintenances.
- Support the Software Delivery Lifecycle for new software releases including security patching.
- Build and deploy YAML playbooks using Ansible Tower automation.
- Troubleshoot AWS WAF/Checkpoint firewalls for network related issues.

Data Center Operations | Aptum, San Antonio, TX | June 2008 - November 2019

- Maintaining ITIL best practices through configuration management database (CMDB) and IT service management (ITSM) ticketing system. Reviewing best practices with team members.
- Monitoring infrastructure and environmental alerts and responding to building management system (BMS).
- Coordinating with contractors and internal employees while keeping change management system updated.
- Working with other departments to plan and implement new offerings or systems.
- Project lead for many expansions and consolidations to prepare for new deployments.
- Provide internal audit of all company hardware for compliance review.
- Training and supporting existing DCO staff with new documentation for any new processes or products.
- Interviewing and performance reviews for new and existing administrators.
- Monitoring, troubleshooting, repairing, building, upgrading, and configuring customer servers in the following OS: Windows Server 2000/2003/2008, RHEL, CentOS, Fedora, Debian, Ubuntu.
- Working with hardware firewalls from Innominate and Juniper and switches from Brocade or Cisco.
- Monitoring Data Center environment: power, cooling, and cabling.

Education

ITT Technical Institute - **Associates of Applied Sciences in Computer Network Systems** - Graduated June 2009
AWS Certified SysOps Administrator - Associate - Certified February 2025 ([Credly Link](#))
AWS Certified Cloud Practitioner - Certified March 2022 ([Credly Link](#))