

# Jeffrey Lap-Yan Chin

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System administrator with over a decade of professional IT support experience.

## Experience

### Fidelity National Information Services | Los Angeles, CA

Systems Administrator II, 2020–Present

- Manage all internal and customer virtual and physical Windows/Linux server infrastructure (2000+ systems and users).
- Administration of customer Azure resources, Azure Active Directory, and Microsoft 365 services.
- Create and maintain documentation for use by the service desk and other system administrators.
- Serve as a point of escalation for the help desk and troubleshoot software and hardware issues.
- Provide on-call support for network or system failures on a rotational basis.
- Headed the reconfiguration of the VPN for my primary assigned financial institution to optimize registration of DNS records, accommodating the bank's use of their internal software deployment platform. This reconfiguration showed great success and was later adopted for many other customers within the United States.
- Department's top performer of 2020.

### Jeffrey Chin IT Services | Alhambra, CA

Owner & System Administrator, 2016-2020

- Provided desktop and server support for various individuals and businesses (500+ systems and users).
- Managed customers' Microsoft 365 services including Azure Active Directory and Exchange Online.
- Successfully introduced and deployed technologies for my clients such as Remote Desktop Services, simple virtualized VPN deployments, and server virtualization.
- Notable clients include [640Square](#) and [Tekreach](#).

### AnimationTech.tv | Los Angeles, CA

Desktop Engineer, 2016-2016

- Provided desktop and server support for media and design studios around Los Angeles and Orange County.
- Greatly increased the reputation of the company after successfully providing support as the sole field engineer contracted out to the 2016 Beyoncé Formation World Tour motion design team.

## Skills

- Windows Administration (Desktop and Server 2012/2016/2019)
- Linux Administration (CentOS, RHEL, Fedora, Ubuntu)
- Virtualization (Hyper-V, VMWare, and Proxmox)
- Containerization (Docker and Kubernetes)
- Cloud (Azure, Microsoft/Office 365, and AWS)
- Infrastructure as Code (Terraform)
- Monitoring (SevOne, SolarWinds, and Zabbix)
- Source Control (Git, GitHub, and Bitbucket)
- Scripting (Python, C#, Bash, and Powershell)

## Certifications

- CKA: Certified Kubernetes Administrator
- LFCS: Linux Foundation Certified Systems Administrator
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Technology Associate: Software Development Fundamentals
- Microsoft Specialist: Enterprise Desktop Support Technician
- California Emergency Medical Technician

## Education

### Azusa Pacific University | Azusa, CA

Bachelor of Science in Applied Health, 2007-2013

### MOOCs | Online

[Python Computer Science Path \(Codecademy\)](#)  
[Complete C# Unity Developer \(Udemy\)](#)  
[Computational Thinking for Problem Solving \(Coursera\)](#)

## Hobbies

 Spending time with my wife and children.

 Maintaining my homelab.

 Taking [photos](#) and [videos](#).

 Making games with Unity.