Jeffrey Lap-Yan Chin

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IT engineer and learner with a track record of taking intiative, exercising ownership, and performing with excellence.

Experience

FIS Global | Los Angeles, CA
Systems Administrator II, 2020–Present

- Manage all internal and external 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 onsite support of customer infrastructure including on-premise servers and networking equipment.
- Headed the optimization of the leveraged VPN that is offered to customers in order to improve registration of DNS records.
- Introduced ways to automate tasks in order to improve the efficiency of daily procedures.
- Department's top performer for 2020 and 2021.

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 deployed technologies for my clients such as Remote Desktop Services, simple virtualized VPN deployments, and virtualized servers.
- 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 expanded the reputation of the company by successfully providing onsite support to the 2016 Beyonce Formation World Tour motion design team.

Skills

- Windows Administration (Desktop and Server 2012/2016/2019)
- Linux Administration (CentOS, RHEL, Fedora, and Ubuntu)
- Virtualization (Hyper-V, VMWare, and Proxmox)
- Containerization (Docker, Kubernetes, Longhorn, Traefik Proxy, and Helm)
- Cloud (Azure, Microsoft/Office 365, and AWS)
- Infrastructure as Code (Ansible and Terraform)
- CI/CD (Azure Pipelines and Flux)
- Monitoring (Prometheus, 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 DevOps Engineer Expert (AZ-400)
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Teams Administrator Associate (MS-700)
- 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)

Volunteering

Methodist Hospital of Southern California | Arcadia, CA
Emergency Room Volunteer, 2019-present

Hobbies

🎎 Spending time with my wife and children.
🖥 Maintaining my homelab and experimenting with various open-source technologies.
📷 Taking photos and videos.
🎮 Making games with Unity.