

Summary

IT Hardware Technician (DoE Q Cleared) with experience in **warranty repair, Windows imaging, and customer support** in secure government environments. Currently supporting **Bettis Atomic Laboratory** hardware operations. Prior roles include **FBI data center and Tier 1 sysadmin support** and **U.S. Air Force F-35 aircraft maintenance**. In addition, I operate a self-hosted **Linux homelab** (RHEL, Fedora, Ubuntu, Proxmox, Docker, TrueNAS) where I **deploy and manage VMs, containers, and storage**, gaining hands-on system administration skills. Recognized for **troubleshooting, reliability, and continuous learning**.

Experience

Insight Global / Colossal Contracting LLC - MTS

IT Hardware Break/Fix Technician (DoE Q Cleared)

https://www.colossal-llc.com

May 2025 to Present

West Mifflin, PA — Bettis Atomic Laboratory

- Perform **warranty repairs and hardware troubleshooting** on desktops, laptops, and peripherals in a secure DoE environment.
- Image and deploy Windows 11 systems**, ensuring timely workstation rollout for staff.
- Provide **customer service and user support** for end-user hardware issues.
- Assist with site-wide equipment installations (KVMs, projectors, card readers) to ensure operational readiness.

Federal Bureau of Investigation

Student Workforce Trainee — IT Support

https://www.fbi.gov

June 2024 - April 2025

Clarksburg, WV / Pittsburgh, PA

- Assisted with **data center operations**, including racking, cabling, and system decommissioning.
- Provided **Tier 1 system administration support**, including account setup, troubleshooting, and software installs.
- Helped with **server upgrades, patching, and preventive maintenance**.
- Coordinated secure removal of **250+ servers**, improving facility efficiency and security.

United States Air Force

Tactical Aircraft Maintainer / Crew Chief

https://www.airforce.com

September 2016 - June 2020

Hill Air Force Base, UT

- Performed **mechanical maintenance and inspections** on F-35 aircraft systems to ensure mission readiness.
- Diagnosed and repaired hydraulic, power, and flight systems under tight operational deadlines.
- Supported **Red Flag 19-1** by enabling **159 sorties, 277 flight hours, and a 94% mission capable rate**.

Education

Pennsylvania Western University

California, PA

3.88

https://www.pennwest.edu/

August 2021 to May 2025

Bachelor of Science in Computer Information Systems

Projects

Self-Hosted Virtualized Infrastructure

Personal homelab simulating enterprise IT systems with Proxmox, TrueNAS, Docker, and Linux distros.

June 2022 - Present

- Manage **Linux VMs and containers** (Fedora, RHEL, Ubuntu) for applications and services.
- Use **Proxmox, TrueNAS, and ZFS** for virtualization and storage management.
- Automate deployments with **Docker, Git, and Terraform** to practice enterprise-style DevOps workflows.

Linux, Proxmox, TrueNAS, Docker, Terraform, CI/CD, VMs, Networking

Skills

IT Hardware & Desktop Support

Diagnose, repair, and deploy desktops, laptops, and peripherals including warranty services.

Desktop Support, Warranty Repair, Hardware Troubleshooting, Customer Service, Windows Imaging

Data Center Operations

Supported racking, cabling, and Tier 1 sysadmin tasks in secure facilities.

Data Center, Server Hardware, Tier 1 Support, Preventive Maintenance

Linux System Administration (Homelab)

Manage Fedora, RHEL, Ubuntu servers in self-hosted environment with virtualization and containers.

Linux, Proxmox, Docker, Terraform, Networking, Storage (ZFS)

Interests

Tabletop Role-Playing Games

Collaboration, Creative Problem-Solving

Gaming

Teamwork, Systems Thinking, Adaptability