

# DANIEL PIERRE-LOUIS

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*Cloud Operations Analyst / Junior-to-Mid DevOps Engineer*

## Professional Summary

Highly analytical **DevOps-focused Infrastructure Specialist** with a B.S. in **Computer Science**. Bridges IT support and engineering through **automation, cloud-native tooling**, and operational **reliability**. Strong hands-on experience with **Kubernetes, Docker, VMWare**, CI/CD fundamentals, and **Ansible-based IaC**. Currently solidifying advanced troubleshooting and security skills through **CKA preparation**. Seeking a **DevOps/SRE/Cloud/Platform** role to immediately contribute to automation, platform reliability, and scalable operations.

## Technical Expertise

Orchestration	Kubernetes (CKA in progress), Docker, Helm concepts, Orka (Kubernetes-based macOS virtualization)
Virtualization / Infra	Orka, VMWare, Performance Benchmarking, OS Environments (Linux/Ubuntu, macOS, Windows), Networking (TCP/IP, VPNs)
Automation & Scripting	<b>Ansible</b> , Bash, Python, <b>awk</b> , <b>sh</b> , ETL Scripting, AI Workflow Automation (ChatGPT, Gemini), GitHub
Delivery & Collab	Jenkins, GitHub Actions (concepts), Jira, Confluence

## Professional Experience

Aug 2019 – June 2023 **Infrastructure & Automation Analyst (Orka/Kubernetes Focus)**, *MacStadium*, Atlanta, GA

- **Supported Kubernetes provisioning** utilizing existing **Ansible IaC** practices and integrating custom QA/QC automation steps into the deployment cycle.
- **Developed and maintained QA/QC automation scripts** for prestaging, reducing provisioning errors and improving operational stability for Orka (K8s) deployments.
- **Assisted in Tier 2/3 escalation** for mission-critical **Kubernetes services**, utilizing diagnostics and log analysis to support reliability and infrastructure stability.
- **Primary technical resource for the Kubernetes platform**, utilizing **Ansible** to provision/manage environments and ensure state consistency.
- **Diagnosed and resolved critical HA cluster issues** across storage, networking, and provisioning.
- **Assisted performance engineering** by developing data extraction (ETL) scripts and conducting benchmarking (across **Kubernetes, VMware, Bare Metal**) to identify stability bottlenecks and support infrastructure optimization.
- **Collaborated with cross-functional engineering teams** to develop and maintain operational runbooks and implement formal incident response protocols, streamlining troubleshooting and introducing standardized practices.

Stockbridge, GA 30281

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June 2023 – **Technical Operations & Automation Specialist**, *Agape Sound LLC*, Atlanta, GA  
Present

- Co-founded and manage production business operations using automation to improve reliability and workflow speed.
- Designed and optimized end-to-end operational workflows, improving production efficiency and asset delivery.
- Implemented **AI-assisted workflow automation** to accelerate documentation, business asset creation, and troubleshooting.
- Managed and troubleshoot complex audio/technical systems, ensuring availability and performance.

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## Professional Development Project

### **DevOps Portfolio Project: K3s HA Cluster**, *Self-Directed*

- Implemented **Zero-Touch Provisioning** using **Ansible Playbooks** to automate the end-to-end deployment of a three-node **K3s cluster**, reducing provisioning time.
- Designed and managed a High Availability (**HA**) architecture by configuring a **3-replica Nginx Deployment** and a **NodePort Service** for cluster-wide load balancing and service continuity.
- Leveraged **Infrastructure as Code (IaC)** principles to guarantee **idempotency** and **Configuration Assurance**, ensuring state consistency across infrastructure targets.
- Utilized Kubernetes **Deployment** resources to manage application resilience and enable **Zero-Downtime Rollouts**, supporting continuous integration practices.

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## Education

2017 **Bachelor of Science, Computer Science**, *Kennesaw State University*, Kennesaw, GA