

DANIEL PIERRE-LOUIS

Infrastructure Specialist / DevOps Engineer

Professional Summary

Highly analytical **Infrastructure Specialist** and B.S. Computer Science graduate with a focus on bridging IT support and engineering through automation and cloud-native principles. Proven ability to troubleshoot complex virtualization and infrastructure issues, automate workflows using scripting and **AI tools**, and enhance operational efficiency. Strong hands-on foundation in **Kubernetes**, **Docker**, **VMWare**, and **Linux** environments and currently solidifying advanced skills in **cluster troubleshooting**, **networking**, and security through preparation for the CKA. Co-Founder and Technical Operations Lead of Agape Sound LLC, leveraging modern tools and automation to build scalable systems.

Technical Expertise

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|------------------------|--|
| Orchestration | Kubernetes (CKA in progress), Docker, Helm concepts, Orka (macOS virtualization platform built on Kubernetes) |
| Virtualization / Infra | VMWare (VM management/testing), Orka, OS Environments (Linux/Ubuntu, macOS, Windows), Networking (TCP/IP, VPNs) |
| Automation & Scripting | Bash, Python, Ansible , awk , sh , AI Workflow Automation (ChatGPT, Gemini, DeepSeek), GitHub |
| Delivery & Collab | CI/CD fundamentals, Jenkins, Jira, Confluence |

Professional Experience

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

- **Streamlined Kubernetes** environment provisioning and **reduced potential errors** by formalizing the utilization of existing **Ansible IaC** practices and successfully integrating custom QA/QC automation steps into the deployment cycle.
- **Pioneered and implemented QA/QC automation scripts** for prestaging, reducing provisioning errors and improving operational stability. Served as **Tier 2/3 escalation** for mission-critical Kubernetes services, utilizing diagnostics and log analysis to support reliability initiatives.
- **Primary resource for the Kubernetes platform**, utilizing **Ansible** to provision and manage environments. Diagnosed and resolved critical issues (HA) across cluster health, storage, and networking, including complex **cluster storage migrations**.
- Led performance engineering efforts, leveraging **data extraction (ETL) scripts** and technical **benchmarking** (across Kubernetes, VMWare, Bare Metal) to identify stability bottlenecks and guide infrastructure optimization decisions.
- Developed and maintained operational **runbooks** and enforced formal **incident response protocols**, streamlining troubleshooting and introducing standardized practices across cross-functional engineering teams.

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June 2023 – **Co-Founder & Technical Operations Lead**, Agape Sound LLC, Atlanta, GA
Present

- Co-founded and manage a content creation and production business, leading all technical and operational initiatives.
- Designed and optimized end-to-end operational workflows, enhancing production efficiency and client delivery.
- Implemented **AI workflow automation** using tools like ChatGPT and Gemini to streamline business asset creation and documentation.
- Managed and troubleshooted complex audio production systems, ensuring high availability and performance.

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.

Education

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