

DANIEL PIERRE-LOUIS

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 Orka, VMWare, Performance Benchmarking, OS Environments (Linux/Ubuntu, macOS, / Infra Windows), Networking (TCP/IP, VPNs)

Automation **Ansible**, Bash, Python, **awk, sh**, ETL Scripting, AI Workflow Automation (ChatGPT, & Scripting Gemini), GitHub

Delivery & Jenkins, GitHub Actions (concepts), Jira, Confluence
Collab

Professional Experience

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

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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 troubleshooted complex audio/technical systems, ensuring 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