

# DANIEL PIERRE-LOUIS

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*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

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, <b>Ansible</b> , <b>awk</b> , <b>sh</b> , AI Workflow Automation (ChatGPT, Gemini, DeepSeek), GitHub
Delivery & Collab	CI/CD fundamentals, Jenkins, Jira, Confluence

## Professional Experience

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

- **Architected and maintained Infrastructure-as-Code (IaC) playbooks using Ansible and Python** to automate the provisioning, configuration, and QA validation of VM environments within the Kubernetes platform.
- **Drove production reliability as the Tier 3 escalation point** for a mission-critical Kubernetes-based cloud service, reducing **Mean Time to Resolution (MTTR)** by **20%** through deep-dive diagnostics and cluster log analysis (Observability).
- Acted as the **Subject Matter Expert (SME) for the core Kubernetes platform**, owning the initial configuration, cluster health, storage, and network segmentation to ensure **High Availability (HA)** for client deployments.
- 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.

Stockbridge, GA 30281

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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 troubleshoot complex audio production systems, ensuring high 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