

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

Orchestration	Kubernetes (CKA in progress), Docker, Helm concepts, Orka (macOS virtualization platform built on Kubernetes)
Virtualization	VMWare (VM management/testing), Orka, OS Environments (Linux/Ubuntu, macOS, / Infra 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 – June 2023 **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 troubleshoot 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