Roberto Acosta

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Work Experience

SYSTEM ADMINISTRATOR FORT MILL, SC

02/2021 - 01/2024

• Led an unstructured data migration project from On-Premise to MS Azure. • Collaborated in an infrastructure migration project from On-Premise into Azure. • Reduced existing Data Center servers by migrating physical servers to virtual servers (P2V). • Part of deploying SD-WAN solution. • Managed, maintained, and upgraded VMware/v Center virtual environment including ESXi hosts. • Manage and maintain Nimble and Vexata storage environment. • Replace hard drives when they fail. • Manage all Data Center equipment and communicate with Vendors tofix or replace equipment under warranty. • Manage backups using Cohesity and perform any restores offiles or VMs when necessary. • Created DR solution using Cohesity to replicate backups to an off-site Data Center. • Managed Forti Gatefirewalls/routers and replaced existing aging hardware with new Forti Gate hardware. • Implemented, managed, and maintained Solarwinds monitoring for servers and networks. • Implemented, and maintained Microsoft Intune to manage all end user's desktops and laptops. AZURE NETWORKING

SUPPORT ENGINEER CHARLOTTE, NC

04/2020 - 09/2020

• Responsible for managing and troubleshooting the networks within the Azure Cloud. • Handled extensive and complex engineering and support within the Azure infrastructure. • Responsible for troubleshooting Azure VPN networks, the Azure Virtual Network. • Load Balancers, and responsible for troubleshooting Azure Express Route. • Used networking tools (ping, tracery, trace on, Wire Shark, piping, etc.) to troubleshoot network issues. • Used Power Shell and Azure CLI to assist clients with making changes to their Azure

SUPPORT ENGINEER II NC

09/2015 - 11/2019

• Led Azure cloud migration project, contributing to planning designing, creating, and implementing an IT vision and strategy aligned with the company's strategic road map. • Used Office 365 Admin Portal to manage licenses for the Office Suite and managed Exchange Online, One Drive for Business, Share Point, Distribution Lists, and Security Groups. • Administered Linux and Windows Server with a primary focus on Linux-based systems; consistently driving problem-solving solutions. • Analyzed present-state, and developed alternative future-state approaches to increase efficiency by recommending process improvement. • Created an Ansible test environment for automation; designing and creating scripts with the end goal of saving manpower and hours. • Collaborated with division directors across the organization for coordination in alignment with objectives, strategy, and organizational goals. • Managed VM/Virtual environment using VMWare/v Sphere and Director to multiple high-level clients globally as well as internally. • Administer patches in Solarwinds on client servers, set maintenance, and monitor alerts to ensure completion per client requirements. • Building of s FTP servers, utilizing the Linux Cent OS server OS. • Installed and set up s FTP: added users, and folders and set permissions, and created a customized disk partition. • Spearheaded Mobile Device Management (MDM) and integration implementation. • Managed Bit Defender Endpoint Security software to maintain and solve security risks. • Remotely and manually deployed antivirus endpoint software and assisted in removing viruses and malware on servers and desktops/laptops. • Worked directly with clients to identify andfix issues with security tools and remove malware and viruses, also restored virtual servers from backups that were affected by viruses. •

SR. SOFTWARE SUPPORT SPECIALIST/QA TESTER/SOFTWARE DEVELOPER

05/2012 - 08/2015

• Provided technical support for the Mkey POS (Point of Sale) system for over 900 Meineke, Econo-Lube, and Maaco franchises across the United States, Canada, and Puerto Rico. • Diagnosed troubleshooting, repairing, and debugging complex computer systems, software, or networked systems. • Analyze, replicate the issue, and then recommend a resolution to the development team. • Manage and track the queue of incoming issues reported by Franchisees. • Provide research and data for the implementation of workflow documents and processes. • Proficient in training others and customizing training materials based on individual needs. • Create and record instructional/ training videos for the Mkey POS (Point of Sale) system. • Assisted in creating a knowledge base of day-to-day work processes and functionalities. • Worked with SQL server databases to patch and repair problems within the POS and ensure Server/Client integrity and smooth operations. • Test new builds of the Mkey POS system and report any bugs. Also, tested the new Maaco and Meineke websites provided feedback, and reported bugs before

it was launched. • Upon completion of testing, responsible for maintenance of Test Notes and Bug Tracker. • Collaborating with developers to condition data required in testing environments. • Consistently meeting and reporting results to both technical and development teams to improve overall processes. • Developed Crystal reports utilizing stored procedures.Updated core system (CMS) for the company's internal website that uses ASP.NET and MSSQL. T

TECHNICAL SUPPORT SPECIALIST   01/2010 - 05/2012

• Processed daily service requests including tape rotations and preventative maintenance. • Types of requests include adding memory to server equipment, rebooting devices, installing/removing patch cables, installing PDUs and running power cables, install/ removing servers from racks. • Timely resolution and/or escalation of customer issues. • Troubleshoot and document technical issues using Peak 10 ticketing system. • Follow Peak 10 Support processes and procedures. • Complete Facility Rounds. • Secure receipt and shipping of packages. • General data center upkeep. • Participate in Facility Training Programs. • Assist and/or complete physical and logical installations of Peak 10 services. • Update all relevant and required documentation. • Manage assigned workflow tasks to provide timely turnaround to customers. Education ECPI College of Technology Associate Degree Networking Security System Administration (Windows 7, 8, 10, 11; Windows Server 2008, 2012, 2016, 2019, Skills Linux Administration (Red Hat 6/7, Cent OS, Ubuntu/Debian, Kali) Active Directory Backup and Recovery Systems Technical Troubleshooting Preventive Maintenance Endpoint Security Problem Diagnosis Incident Management System Engineering Compliance Patching Security & Compliance Hardware Configurations

Education

Associate Degree ECPI College of Technology • • Charlotte, NC   2004 - 2007

Skills

General

| servers | P2V | new Forti Gate hardware. • Implemented | managed |

| and maintained Solarwinds monitoring for servers and | networks. • Implemented | and maintained |

| Microsoft Intune to manage all end user's | desktops and laptops. AZURE NETWORKING | SUPPORT ENGINEER |

| MICROSOFT | CHARLOTTE | NC | 04/2020 - 09/2020 | ping | tracery | trace on | Wire Shark |

| piping | etc. | environment. SUPPORT ENGINEER II | VERSIANT | 09/2015 - 11/2019 |

| • Led Azure cloud migration project | contributing to planning designing | creating |

| licenses for the Office Suite and managed | Exchange Online | One Drive for Business | Share Point |

| Distribution Lists | and Security | designing and creating scripts with | alignment with objectives | strategy |

| set maintenance | and monitor alerts | and folders and set permissions | and created a | MDM |

| software and assisted in removing | software to | remove malware and viruses |

| also restored virtual servers from backups that were | affected by viruses. • | System Administration (Windows 7 |

| Windows Server 2008 | Skills | 2022) | Linux Administration | Red Hat 6/7 | Cent OS | Ubuntu/Debian |

Kali Azure Intune Autopilot Active Directory Backup and Recovery Systems Office 365

VMware ESXi Automation Technical Troubleshooting Preventive Maintenance Endpoint Security

Virtualization Problem Diagnosis Incident Management System Engineering Compliance Patching

Security & Compliance Hardware Configurations