Roberto Acosta

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Profile

Experienced IT professional with extensive expertise in system administration, demonstrating a proven track record of effectively managing and optimizing IT infrastructure for seamless operational functionality.

Experience

SYSTEM ADMINISTRATOR

BRITAX CHILD SAFETY INC
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/vCenter 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 to fix or replace equipment under warranty.
- Manage backups using Cohesity and perform any restores of files or VMs when necessary.
- Created DR solution using Cohesity to replicate backups to an off-site Data Center.
- Managed FortiGate firewalls/routers and replaced existing aging hardware with new FortiGate 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

- 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 ExpressRoute.
- Used networking tools (ping, tracery, trace on, WireShark, piping, etc.) to troubleshoot network issues.
- Used PowerShell and Azure CLI to assist clients with making changes to their Azure environment.

SUPPORT ENGINEER II

VERSIANT

CHARLOTTE, 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, OneDrive for Business, SharePoint, 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/vSphere 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 sFTP servers, utilizing the Linux CentOS server OS.
- Installed and set up sFTP: added users, and folders and set permissions, and created a customized disk partition.
- Spearheaded Mobile Device Management (MDM) and integration implementation.
- Managed BitDefender 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 and fix issues with security tools and software to remove malware and viruses, also restored virtual servers from backups that were affected by viruses.
- Experienced leading consulting engagements for identifying, troubleshooting, and mitigating risk.
- Implemented security and compliance technical controls, such as endpoint protection solutions (EPS), endpoint detection and response (EDR), VPNs, security event and incident management (SEIM), and access controls, permissions, and authorization.
- Utilized incident management software (Autotask) to prioritize, track, and assign incidents and issues as well as log and record progress made on projects.

SR. SOFTWARE SUPPORT SPECIALIST/QA TESTER/SOFTWARE DEVELOPER

DRIVEN BRANDS, INC
CHARLOTTE, NC
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.

TECHNICAL SUPPORT SPECIALIST

PEAK 10

CHARLOTTE, NC

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
Charlotte, NC
2004-2007

Skills

System Administration (Windows 7, 8, 10, 11; Windows Server 2008, 2012, 2016, 2019, 2022)
Linux Administration (RedHat 6/7, CentOS, 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

Certifications/ Training

Microsoft Azure: Infrastructure as a Service
12/2022