Josh Pablico

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WORK EXPERIENCE

Cloud Key   Jan. 2025 – Present
Data Center Technician   *Plano, TX*

24/7 NOC Environment | 300+ Physical Servers | 50+ Enterprise Clients | Tier 3 Colocation Facility

- Execute break/fix operations and hardware diagnostics including hot-swaps of PSUs, DIMMs, SSDs, and cooling units, maintaining 99.8% first-call resolution rate with 15-minute average response time
- Perform rack and stack operations, cable management, and server decommissions following strict DBD (data-bearing device) disposal protocols and chain-of-custody procedures
- Configure and troubleshoot Cisco network equipment implementing VLANs, spanning tree protocol, and port security across multi-tenant environment supporting critical infrastructure
- Utilize out-of-band management tools (iDRAC, IPMI, iLO) for remote diagnostics and incident resolution, reducing MTTR by 35% during overnight shifts (11pm-7am)
- Respond to monitoring alerts from Grafana/Nagios platforms, following SOPs and PCNs while maintaining SLA adherence and properly escalating complex issues
- Maintain 100% compliance with safety protocols including LOTO procedures, ESD prevention, and PPE requirements while working in live production environment
- Developed automation tools adopted company-wide: Chrome extension for alert management (30% workload reduction) and web application for power audits (40% accuracy improvement)
- Document critical workflows creating technical SOPs for overnight triage, escalation procedures, and remote hands operations, reducing new technician onboarding time by 25%
- Support data center infrastructure valued at $10M+ including PDU management, environmental monitoring, and capacity planning for power and cooling systems

Theracare LLC   Sep. 2022 – Jan. 2025
Information Technology Specialist (Family Business)   *Plano, TX*

Healthcare IT Infrastructure | HIPAA Compliant Environment | 24/7 Operations Support

- Managed complete IT infrastructure ensuring 99.9% uptime for critical healthcare operations as sole IT resource
- Administered Windows Server 2019, Active Directory, and Group Policy supporting 50+ clinical end-users across multiple facilities
- Implemented automated backup systems and disaster recovery procedures meeting HIPAA compliance requirements
- Performed hardware diagnostics, network troubleshooting, and vendor management for infrastructure upgrades
- Developed PowerShell scripts automating user provisioning, system monitoring, and security updates

The Tech Guys   Oct. 2023 – May 2024
IT Manager |Dec. 2023 – May 2024   *Richardson, TX*

- The Tech Guys is a local IT service provider offering managed IT, computer repair, and infrastructure solutions to small businesses
- Directed daily IT operations and managed 8-person technical team, reducing client downtime by 35% through streamlined processes and proactive maintenance protocols
- Resolved hardware and network issues with 40% improvement in response times through optimized troubleshooting workflows and resource allocation
- Implemented service level agreements (SLA) and incident response procedures for managed services clients

Computer Technician | Oct. 2023 – Dec. 2023

- Installed, configured, and maintained computer hardware and software systems, ensuring optimal performance and minimizing downtime

PROJECTS

Power Audit Web Tool
React, Tailwind CSS, Node.js, PostgreSQL – Production Deployment
- Engineered full-stack auditing platform addressing critical NOC workflow inefficiencies, replacing error-prone spreadsheet processes with intelligent cabinet randomization and automated reporting
- Architected PostgreSQL database schema with audit trail functionality and integrated CSV export engine, resulting in 40% consistency improvement
- Production-deployed on secured internal VM with role-based access control; adopted across all shifts with zero downtime since deployment

Ubersmith Alert Helper Extension
JavaScript, Chrome Extension, DOM Manipulation
- Developed browser extension solving high-volume alert management bottleneck during overnight shifts, reducing manual ticket closure time from 2-3 hours to minutes during system events
- Implemented intelligent filtering algorithms and batch processing capabilities, reducing NOC technician workload by 30% while maintaining SLA accuracy
- Deployed across 12 workstations with zero configuration requirements; recognized by management for operational efficiency improvements

NOCCLLAMA Internal Documentation Assistant
RAG Architecture, LM Studio, Docker, Tailscale, React, Distributed Infrastructure
- Developed and deployed AI documentation assistant that achieved 100% team adoption for NOC operations, reducing documentation search time from 5-10 minutes to under 30 seconds using RAG architecture with local LLM inference
- Built a distributed infrastructure platform with Docker container orchestration, Tailscale mesh networking, and automated SSL management, demonstrating enterprise-grade systems integration skills
- Currently rebuilding with enhanced LM Studio architecture on personal RTX 5080 infrastructure to eliminate model hallucination issues, showcasing commitment to reliability and quality in production systems

EDUCATION

Collin College   May, 2026
Bachelor of Science, Computer Science   *Frisco, TX*
- Active member of Computer Science Club, leading workshops on web development and participating in collaborative coding projects
- Relevant Coursework: Data Structures, Programming Fundamentals, Database Systems, Network Programming

TECHNICAL SKILLS

- **Certifications:** Cisco Certified Network Associate (CCNA – Schedule for December 2025)
- **Networking & Infrastructure:** VLANs, Subnetting, IP Addressing, DHCP, DNS, NAT, ACLs, Port Security, Trunking, Layer 2 Switching, Layer 3 Routing, OSPF, BGP, STP, SSH, Cisco IOS, Firewalls, Network Troubleshooting, Cable Management
- **Systems Administration:** Windows Server 2019, Ubuntu Server, Active Directory, Group Policy (GPO), SCCM, PowerShell Scripting, Bash Scripting, Linux CLI, Proxmox, Docker, System Diagnostics, Data Backup & Recovery, IT Security, HIPAA Compliance
- **Development & Tools:** React.js, Node.js, PostgreSQL, JavaScript, HTML/CSS, REST APIs, Git, Chrome Extensions, VS Code, GitHub Actions, Ubersmith, Grafana, Zendesk, Database Design, API Integration
- **Monitoring & Automation:** Prometheus, Nagios, Zabbix, Process Automation, Infrastructure Monitoring, Alert Management, Automated Reporting
- **Virtualization & Platform Tools:** VMware vSphere, Hyper-V, Kubernetes, Virtual Machine Management, Container Orchestration, Platform Administration, Resource Allocation, Snapshot Management
- **Cloud Platforms:** AWS & Azure (Learning), Cloud Architecture Concepts, Infrastructure as Code (IaC)