

# Josh Pablico

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## WORK EXPERIENCE

### Cloud Key

Jan. 2025 – Present

*Data Center Technician*

*Plano, TX*

- Cloud Key is a Texas-based data center specializing in colocation, infrastructure support, and managed IT services; operate in 24/7 NOC environment supporting critical infrastructure operations
- Reduced manual ticket handling workload by 30% by developing Chrome extension that automated Ubersmith alert closure during high-volume events, eliminating repetitive tasks for operations teams
- Improved power audit consistency by 40% by developing full-stack web application that automated cabinet-level power checks, eliminating error-prone manual processes with intelligent sampling logic and automated CSV reporting
  - **Stack:** React + Tailwind CSS (frontend); Node.js + PostgreSQL (backend); deployed on secured VM with integration into infrastructure monitoring systems
- Co-led executive-sponsored infrastructure dashboard initiative integrating cabinet power, client metadata, and availability metrics using Ubersmith API, establishing Single Source of Truth (SSoT) for real-time infrastructure monitoring
- Configured Cisco routers and Layer 2 switches independently, implementing VLANs, port security, and spanning tree protocol (STP) for network segmentation while pursuing CCNA certification
- Documented critical operational workflows by writing technical SOPs for overnight triage, power reporting, escalation paths, and remote hands procedures, reducing onboarding time by 25%
- Performed rack and stack operations, cable management, and hardware troubleshooting in production data center environment

### Theracare LLC

Sep. 2022 – Jan. 2025

*Information Technology Specialist (Family Business)*

*Plano, TX*

- Theracare is a healthcare organization focused on delivering long-term care and therapy services with strict compliance requirements
- Managed complete IT infrastructure for healthcare operations, maintaining high uptime while ensuring HIPAA compliance as the sole IT resource
- Delivered hardware/software support and Active Directory account management for clinical end-users, maintaining system availability during critical patient care operations
- Implemented automated backup systems using PowerShell scripting, security updates, and proactive monitoring protocols to prevent service disruptions
- Administered Windows Server 2019 environment, Group Policy Objects (GPO), and domain controller infrastructure

### 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

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### 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

### NOCLLAMA AI Documentation Assistant

*Mistral 7B (Ollama), LlamaIndex, Node.js, React, quantized GGUF models*

- Streamlined departmental knowledge management by developing AI-powered documentation assistant using RAG architecture (Llama-index, ChromaDB) with curated SOPs and procedures, enabling instant access to institutional knowledge and reducing time spent searching for policies
- Ensured enterprise-grade security for AI deployment by implementing local hosting with IP restrictions and Google SSO authentication, maintaining data confidentiality while providing department-wide access across all shifts
- Enabled cross-departmental operational support by creating intuitive AI interface that allows untrained staff to handle tickets effectively, providing management backup capability during staffing shortages

## EDUCATION

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### 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

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- **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)