

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
- Execute break/fix operations and hardware diagnostics on 300+ servers across 50+ enterprise clients, performing hot-swaps of PSUs, DIMMs, SSDs, and cooling units with 99.8% first-call resolution rate
- Reduced operational workload by 30% through Chrome extension development that automated Ubersmith alert handling during high-volume events, now deployed across all NOC teams
- Transformed power audit process from 8-hour manual task to 3-hour automated workflow using full-stack web application (React/Node.js/PostgreSQL), improving accuracy by 40% and eliminating spreadsheet errors
- Perform server deployments, decommissions, and cable management following data center best practices, including secure DBD disposal and chain-of-custody documentation
- Configure Cisco network infrastructure (VLANs, STP, port security) and troubleshoot connectivity issues using iDRAC/IPMI for remote diagnostics across multi-tenant environment
- Respond to infrastructure alerts from Grafana/Nagios monitoring platforms, maintaining SLA compliance through proper incident escalation and detailed ticket documentation in Ubersmith
- Author technical documentation and SOPs for critical procedures including emergency response, escalation paths, and infrastructure maintenance, reducing training time by 25%
- Developed AI-powered documentation assistant using RAG architecture (Mistral 7B/LlamaIndex), enabling instant SOP access across departments and reducing ticket resolution time by 25%

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

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

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)