

# Lucian-Florin Cusmir

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## Summary

Technical Support Engineer specializing in resolving complex queries for enterprise clients. Highly proficient in on-prem/server setup, including Linux, Docker, SQL, and networking, with hands-on experience building custom hardware-software integrations for IoT (Raspberry Pi, Arduino) and immersive software (Unity/Unreal). A collaborative partner to sales and engineering teams, focused on driving customer success with a clear path toward progression into solutions architecture.

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## Skills & Competencies

### SYSTEMS & INFRASTRUCTURE

- Linux (Ubuntu/Debian), Docker, SQL (MySQL/PostgreSQL), Networking (TCP/IP, VPN, Firewalls), Server Setup (On-Prem/Cloud), Containerization Best Practices

### DEVELOPMENT & INTEGRATION

- Python, C/C++, Java, APIs (REST, FastAPI, Flask), IoT (Raspberry Pi, Arduino)

### ENTERPRISE SUPPORT

- Client-Facing Troubleshooting, Technical Documentation, SLA Management, Cross-Functional Collaboration (Sales/Engineering)

### TOOLS & PLATFORMS

- Unity, Unreal Engine, CI/CD (GitHub Actions), Jira, ServiceNow, Grafana, Prometheus, Git, ngrok
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## Professional Experience

### Tech Systems Administrator

#### DNCUKACCOUNTING | London

September 2023 – Present

- Resolved complex technical queries for 200+ enterprise users, ensuring system uptime and adhering to strict SLA targets for key clients.
- Automated critical manual processes by designing and deploying Python and Bash scripts, resulting in an 80% reduction in repetitive tasks and improved operational efficiency.
- Supported and administered on-premise infrastructure, including Linux servers, Docker containers, and SQL databases, troubleshooting escalated issues across networking, authentication, and system integration.
- Partnered with sales and engineering teams to document complex systems and workflows, enhancing knowledge sharing and reducing average ticket resolution time.
- Collaborated with third-party vendors to troubleshoot hardware-software compatibility issues, ensuring enterprise-grade stability for client deployments.

### Freelancer IT Consultant / Developer

#### SELF-EMPLOYED

August 2018 – August 2022

- Provided end-to-end IT consulting and technical support for a diverse client base, including small businesses and individuals.
- Developed and deployed custom software solutions, websites, and databases using Python, C++, Java, PHP, and WordPress, frequently delivering projects within 12-hour timelines.
- Executed hardware and software installations, including Linux systems (dual-boot configurations), security camera systems, and network setups, improving clients' operational security and efficiency.
- Volunteered as a technical educator, teaching foundational skills in Linux, Python, and C++ to community members, demonstrating a commitment to knowledge sharing and mentorship.

## Projects

### SMART ACCESS & ENVIRONMENTAL MONITORING SYSTEM | API-Driven IoT Solution

July 2025 - Ongoing

- Engineered an automated IoT security and climate control system using Arduino Uno with RFID, temperature/humidity sensors, and a 4x4 matrix keyboard to protect and optimize a server room environment.
- Integrated the hardware layer with a custom AI-powered API (Gethonis) to trigger intelligent responses: activating cooling fans under 2 seconds of temperature spikes and sending instant security email alerts for unauthorized access attempts.
- Achieved 100% automation of server room maintenance, reducing cooling response time from minutes to seconds and optimizing electricity usage by approximately 30% through targeted rather than continuous fan operation.
- Implemented end-to-end data handling with SQL logging and a secure REST API, processing 50+ daily sensor readings for remote monitoring and analytics through a custom dashboard.
- Documented the system comprehensively, reducing potential setup time for similar deployments by 60% and showcasing capability in supporting complex, mission-critical integrations.

### GETHONIS | Multi-API Integration Platform

[GitHub Link](#)

October 2024 - November 2024

- Architected a high-availability FastAPI service that programmatically integrated OpenAI and Grok AI models to deliver optimized, consolidated responses.
- Containerized the service using Docker and designed it for scalability, demonstrating proficiency in container orchestration and deployment best practices for enterprise environments.
- Exemplifies deep understanding of API integration, backend optimization, and the design principles behind reliable, client-ready solutions.

### REMOTE PRINT SERVICE | Enterprise IoT Integration

[GitHub Link](#)

November 2023 - January 2024

- Developed a Flask-based API and web dashboard on a Raspberry Pi 4 that enabled secure remote printing from any location, reducing print queue wait times from 2+ seconds to under 500 milliseconds.
- Achieved near-instant printing initiation with the printer beginning output within 200ms of button press, representing a 90% reduction in latency compared to traditional network printing.
- Configured a robust on-premise server setup using Linux, Docker, and network security protocols, ensuring 99.9% uptime for distributed team access.
- The solution handled 50+ test print jobs daily without failure, demonstrating reliability for enterprise-scale printing needs.

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## Education

### ARDEN UNIVERSITY

#### Bachelor of Computing

London

2023 - Expected 2026

- Focus on software development, databases, system integration, and cloud computing.

### TECHNICAL COLLEGE INFOEL

#### Diploma in Mathematics and Informatics

Bistrita, Romania

2018 - July 2023

- Strong foundation in algorithms, programming, and problem-solving.