

# Joseph Hernandez

📍Austin, TX | 📩 joseph@josephinthe.cloud | ☎ (956) 536-0126 | 🌐<https://josephinthe.cloud>

## SUMMARY

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Cloud-focused engineer with 11 years in IT infrastructure and endpoint management, now specializing in Azure, infrastructure as code, and automation. Strong background designing and supporting hybrid environments in MSP settings, with recent hands-on experience building and deploying Azure infrastructure using Terraform, ARM/Bicep, CI/CD pipelines, and serverless services. Passionate about automating cloud environments, reducing operational overhead, and building scalable, secure solutions.

## CLOUD ENGINEERING PROJECTS

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### *Personal Cloud Engineering Project | 2025–Present*

- Designed and deployed a serverless Azure architecture using **Terraform** to provision resource groups, storage, networking, Function Apps, and API Management
- Implemented **CI/CD pipelines with GitHub Actions** to automate infrastructure deployments and application updates
- Built backend services using **Azure Functions (Python)** exposed via RESTful APIs
- Implemented infrastructure definitions using **ARM and Bicep** to understand native Azure deployment models
- Integrated frontend built with **React, TypeScript, HTML, and CSS** hosted on Azure Static Web Apps
- Used **Docker** locally for development and testing of services
- Applied cloud security best practices including managed identities, HTTPS, and least-privilege access
- Monitored and validated deployments using Azure-native tooling

**Technologies:** Azure, Terraform, ARM, Bicep, GitHub Actions, Docker, REST APIs, Node.js, Python, React, TypeScript, Bash

## PROFESSIONAL EXPERIENCE

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### Tech-Net Consultants

#### Senior Systems & Network Administrator | Jun 2022 – Jun 2025

- Architected and automated IT workflows using **PowerShell**, reducing repetitive operational tasks and enforcing configuration standards across client environments
- Designed and standardized **Windows 10/11 endpoint** platforms using Intune, GPOs, and automated deployment processes across 1,500+ endpoints
- Managed **Azure-based environments**, deploying Virtual Machines, VNets, and identity services (Azure AD / Entra ID) with a focus on reliability and cost optimization
- Administered Microsoft 365 tenant configurations including MFA, Intune MDM, Teams policies, and email authentication (SPF/DKIM)
- Implemented proactive monitoring and alerting using **NinjaRMM and Atera**, improving system uptime and issue detection
- Served as **technical lead and final escalation point** for complex infrastructure, networking, and security issues across 40+ client environments
- Led infrastructure projects including **new client onboarding, system rollouts, and security tooling deployments**

**Environment/Technologies:** Azure, Entra ID (Azure AD), Microsoft 365, Intune, Autopilot, Active Directory, PowerShell, NinjaRMM, Atera, PDQ Deploy, Fortinet, SonicWall, Ubiquiti, VPN, MFA, SPF/DKIM/DMARC, Windows Server 2016–2022, VMware, Hyper-V

## **Systems & Network Administrator | Jan 2018 – Jun 2022**

- Acted as final escalation point for critical infrastructure and network issues across multi-tenant MSP environments
- Administered **Active Directory, Group Policy, and identity security** for 40+ organizations
- Designed and supported **hybrid Azure environments**, including VMs, **Virtual Network Gateways**, and **cost management**
- Managed **Microsoft 365 and Azure AD**, implementing MFA, access policies, and security controls
- Oversaw network infrastructure including **firewalls, routers, switches, and wireless systems**
- Migrated and standardized **RMM and help desk platforms**, improving operational efficiency and visibility

**Environment/Technologies:** Azure (Hybrid), Active Directory, Group Policy, Microsoft 365, Exchange, SharePoint, Teams, VMware vSphere, Citrix, SonicWall, Ubiquiti, LAN/WAN, VLAN, DNS, DHCP, SNMP, Veeam

## **IT Specialist | May 2014 – Dec 2017**

- Provided on-site and remote support for **400+ users and 1,500+ endpoints**
- Deployed and maintained **Windows, macOS, and Windows Server** environments
- Implemented **firewall policies, endpoint security, and spam filtering** to reduce vulnerabilities
- Improved infrastructure reliability by implementing **hardware monitoring and alerting** using Dell iDRAC and OpenManage
- Coordinated **VOIP deployments and telecom migrations** with vendors and service providers

**Environment/Technologies:** Windows Server 2008–2016, Windows 7–10, macOS, Active Directory, GPO, Dell iDRAC, OpenManage, Veeam, Synology NAS, TeamViewer, FreshDesk, Network Administration

## **TECHNICAL SKILLS**

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**Cloud & Infrastructure:** Azure • Terraform • ARM • Bicep • Azure Functions • API Management • Azure Storage • Azure Networking

**CI/CD & Automation:** GitHub Actions • CI/CD Pipelines • Docker • Bash • PowerShell • RESTful APIs

**Programming & Development:** Python • JavaScript • TypeScript • Node.js • React • Go • HTML • CSS

**Identity, Security & Platforms:** Entra ID • Microsoft 365 • Intune • MFA • VPN • SSL/TLS • Windows Server • Linux

## **CERTIFICATION & EDUCATION**

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**Microsoft Certified: Azure Administrator Associate** • 2025

**Bachelor of Applied Arts & Sciences**

Texas State University • San Marcos, TX • 2018 • 4.0 GPA

**Associates of Applied Sciences in Computer Systems Management**

Texas State Technical College • Harlingen, TX • 2013 • 4.0 GPA