

# William McGuire

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## Skills

### Systems

- Windows 10, Windows Server 2012, Server 2016, Mac OS X, iOS, Ubuntu, CentOS, Debian, Amazon Linux 2.

### Operations

- Network Protocols/Infrastructure, DNS Record, IP Addressing, Subnetting, VLAN, VPN.
- Troubleshooting, Desktop imaging, Audio/Video (including Digital and Analog Equipment, Software, Editing).
- Electronics Repair, Ticketing Systems (JIRA, Spiceworks, ServiceNow)
- Containerization (Docker), Virtualization (VirtualBox, VMWare vSphere, Public Cloud).
- Experienced in Agile methodologies; well-versed in collaborating with cross-functional teams.
- Efficient in provisioning resources and services for web applications and training/inferences for pre-trained models.
- Knowledgeable on Microsoft 365 products, such as Outlook, Word, Excel, PowerPoint, SharePoint, Intune, etc.

### Software

- IT Tools: Active Directory, DNS, RDP, SIEM, MDM, Meraki, Ubiquiti/UniFi, Cisco VLAN and IP Addressing.
- Languages: Python, Bash, PowerShell, JavaScript.
- Backend Tools: NGINX, MySQL, JSON, YAML, WSGI/ASGI.
- Cloud: Amazon Web Services/AWS (EC2, VPC, S3, IAM, CloudFormation), Microsoft Azure, Google Colab.
- CI/CD: Git, GitHub, GitLab.
- Monitoring Tools: DataDog, Grafana, Sumo Logic, Splunk, AWS CloudWatch.
- Frameworks: Django, Flask, FastAPI, PyTorch, React/React Native, Docker.
- Other tools: Postman, Selenium for Python, Jupyter Notebooks.

## Education/Certification

### New York City College of Technology:

- **Bachelor's Degree in Computer Engineering Technology**

**Previously Held:** CompTIA A+, CompTIA Network+

**Expected October 2024:** Microsoft AZ-900 Azure Fundamentals, AWS DVA-C02 Certified Developer.

## Experience

### Self-Employed – Web Developer, Consultant (December 2023 – Present)

- Created mobile and web applications for clients, offering consultation and quoting the client based on the best needs for their business.
- Created network infrastructure, resources, and services purposed for clients' applications.
- Met with clients to discuss features and design.
- Maintained close contact with clients and customers, providing support and new features further on if proposed by customer.

### Infor – DevOps Engineer, Associate (March 2022-August 2023)

- Deployed and maintained staging, preprod, and production stacks/servers over AWS integrated with GitLab pipelines and in-house automation, delivering a company SaaS product to over 100 companies in the medical, industrial, and entertainment sectors.
- Automated processes via GitLab pipeline for Public Cloud distributions and terminal for GovCloud distributions.
- Utilized and maintained tools to automate operational processes using Python and Bash.
- Revised Atlassian wiki documentation, maintaining instructions accordingly with changing dependencies.

- Reviewed security reports and created tickets addressing mid to high-risk vulnerabilities based on Nessus scans, ensuring environments and services are secure within standards of compliance.
- Acted as point of contact for customer inquiries and participated in on-call rotations, ensuring product reliability both on and off hours.
- Monitored assets over Splunk, Grafana, and SumoLogic, creating alerts to track conditions affecting server performance.

**Soroban Capital Partners LP – IT Support Engineer (April 2020-February 2022)**

- Provided desktop support for a high-output business firm, aiding executives, assistants, traders, analysts, and accountants – either in person or offering support over the phone.
- Assembled network and workstations in two offices and several home locations, providing mobility for users in the middle of the pandemic and increasing company capacity.
- Created SQL reports in LANsweeper (Microsoft SQL) to monitor conditions and software versions in active systems.
- Coordinated with vendors, providing new software and equipment to optimize user experience.
- Conducted monthly security patching and Windows updates using Ivanti Security Controls, reviewing CVEs and adding update packages to each monthly distribution based on severity level of vulnerabilities.
- Imaged and deployed virtual machines over VMWare VSphere.
- Onboarded new employees, adding them to their respective Active Directory groups, preparing their workstations, and further educating them on network safety, software tools, and their technological equipment.

**New York City College of Technology – News Team Support Technician (January 2018-May 2020)**

- Provided technical support for a college newspaper team of 8-10 people, troubleshooting hardware and software issues on MacOS and Windows desktops.
- Maintained a small local area network, restoring functionality at several endpoints.
- Created a home website for the news platform using Python, Flask, MySQL, and NGINX, maintained on an Amazon EC2 instance running Ubuntu 18.04.
- Implemented a mounted file server with Samba, accessible through an OpenVPN tunnel.
- Overlooked the activity of the team's social media accounts across different platforms.
- Delegated content and engagement-based tasks to members on the media team.

**Catholic Charities/Sheepshead-Nostrand Supportive Services – Administrative Assistant (July 2015-May 2016)**

- Arrived at office at opening time and prepared the facility, greeting visiting clients seeking social services throughout the day.
- Assisted clients in filling out electronic forms.
- Entered data from client documentation into Excel spreadsheets.
- Sorted physical client documentation into file cabinets.
- Organized supplies, keeping track of office inventory and refilling of depleted supplies.
- Promptly delivered sensitive documents to clients by hand or via fax.

**RadioShack – Customer Service Representative/Repair Technician (October 2013-February 2015)**

- Delivered outstanding customer service by helping clients with their electronic device repair needs.
- Carried out initial checks to spot issues with items like smartphones, tablets, computers, and other gadgets.
- Walked customers through the repair process, gave them cost estimates, and set clear expectations for timelines.
- Kept detailed records of repair requests, completed work, and customer interactions using the company's system.
- Helped manage inventory by tracking repair parts and tools, ensuring everything needed was on hand.
- Assisted in daily store operations when needed – such as handling transactions/returns, restocking, and greeting/assisting customers.