

Nicolas Teixeira

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System Engineer with expertise in **DevOps, cloud infrastructure (Azure, AWS)**, automation, and systems engineering. Proven track record leading large-scale projects, including a **\$30M infrastructure program for United Airlines and a critical AWS migration for Delta Airlines**. Skilled in **CI/CD, Kubernetes, automation, and network security**, with a strong foundation in software engineering and DevOps.

AREA EXPERTISE

DevOps, Cloud, & Systems:

- Cloud Computing & Infrastructure: Proficient in managing cloud environments (Azure, AWS) for infrastructure provisioning and migration strategies.
- Automation & Infrastructure as Code (IaC): Utilized Ansible to automate system administration tasks. Applied Python scripting to automate data extraction and log analysis, significantly accelerating the process of identifying key events and troubleshooting issues. Have working knowledge of Terraform for basic infrastructure provisioning.
- CI/CD Pipelines: Experienced in utilizing and managing CI/CD pipelines (Azure DevOps Services) to automate software delivery and deployment provisioning.
- Containerization: Proficient in using Docker for container management and Kubernetes for orchestration, with hands-on experience using k9s for cluster administration.
- Linux & Systems Administration: Expert-level administration of Linux environments, including Ubuntu, Debian, and RHEL distributions. Experienced in managing Windows and virtualized environments (VMware, Proxmox, Hyper-V). Configured and used Windows Subsystem for Linux (WSL) for development and deployment.
- Ticketing & Support Tools: JIRA, FreshDesk, SolarWinds, BeyondTrust, Rescue Remote Support

Security & System Integration:

- Implemented Single Sign-On (SSO) solutions and managed SSL certificates.
- Successfully integrated various systems (AODB, airport management, SIEM)
- Proficient in Identity and Access Management (IAM) systems, including Azure IAM and Keycloak.
- Strong working knowledge of authentication and authorization protocols such as SAML and OpenID.

Network Infrastructure:

- Designed and implemented robust network architectures, including secure configurations for firewalls, ACLs, and VLANs to optimize performance and security.
- Troubleshoot and resolved complex network issues using a variety of tools, including Wireshark, ping, traceroute, nslookup, and port scanning to ensure network reliability and uptime.
- Managed and secured remote network access by configuring and maintaining VPNs, SSH, and Telnet, while also establishing reverse proxies and secure tunnels for enhanced data transfer.
- Engineered and deployed a new wireless system that not only saved an estimated one hour of setup time per day but also enabled remote connectivity for troubleshooting and monitoring. This innovative solution was later adopted by other offices to improve their operational efficiency.
- Collaborated with cross-functional teams to integrate network security best practices and ensure seamless SIEM (Security Information and Event Management) integration for threat detection and incident response.

Programming Languages:

Developed and maintained scripts using PowerShell, Ansible, and Bash to automate system administration tasks and streamline workflows. My proficiency extends to personal projects on GitHub, where I've demonstrated applied programming concepts in a variety of languages, including Python, Java, C#, SQL, JavaScript, and C++.

EXPERIENCE AND TECHNICAL SKILLS

System Engineer, ADB Safegate Columbus, OH

April 2023 to Present

- Designed & implemented secure, scalable IT infrastructure for critical airport systems.
- Utilized Azure DevOps to design and manage CI/CD pipelines, automating software delivery and deployment.
- Deployed bare-metal, virtual, and cloud-based systems (Windows, Linux, Kubernetes).
- Configured High Availability (HA) clusters for databases and identity management.
- Integrated third-party systems and APIs for seamless data exchange.
- Implemented and maintained cybersecurity best practices.
- Collaborated with cross-functional teams for successful project delivery.
- Tailored C++ application behavior for customer requirements by modifying configuration files and deploying updated binaries.
- Engineered a new wireless system to facilitate seamless communication between the AVDGS and AiPRON Manager systems, improving operational efficiency.
- Stepped in as project lead immediately after onboarding to successfully migrate a critical on-premise system for Delta Airlines to AWS, ensuring project continuity and a seamless transition.

- Led a cross-functional team as Project Engineer for a \$30 million project with United Airlines, overseeing all phases from conception to completion.

Product Support Specialist, LPL Financial

San Diego, CA

August 2021 to April 2023

- Improved advisor satisfaction by resolving of issues within SLA timelines.
- Provided expert technical support for four different proprietary financial advising systems, ensuring their reliability and uptime for a large user base of financial advisors.
- Partnered with escalation teams to resolve critical issues efficiently.
- Maintained detailed service records for clear communication and timely ticket resolution.
- Leveraged financial industry knowledge to ensure regulatory compliance.

Technical Support Specialist II, Express Hospitality Inc.

San Diego, CA

July 2018 to July 2021

- Managed hardware, software, and related systems (provisioning, installation, operation, maintenance).
- Streamlined onboarding processes by configuring desktops for new hires.
- Ensured system integrity and availability through monitoring.
- Offered expert troubleshooting for hardware, software, and configuration issues (on-site & remote).
- Maintained network health through LAN/WAN maintenance activities.

EDUCATION

M.S. in Software Engineering and DevOps Engineering

Western Governors University

(accelerated program, on track for early completion)

In Progress Expected August 2026

B.S. in Computer Science

University of the People

August 2024

CERTIFICATIONS AND LICENSES

- Introduction to Cybersecurity, February 2023
- Cybersecurity for Business, March 2023
- CS50 Introduction to Computer Science, December 2021

LANGUAGES

English, Portuguese – Native/Near-native

Spanish – Proficient/Professional