Persell Machuca

(469) 500-2270 | persell.machuca@gmail.com | LinkedIn | GitHub

Experience

System Administrator, Smoothie King – Coppell, TX   Aug 2022 – Present
- Designed and automated onboarding process leveraging Azure Logic Apps, Azure Functions, and blob storage, reducing onboarding time by 60% and resulting in over 16 man-hours reduced per week
- Adapted Azure DevOps for project tracking and implemented Infrastructure as Code by creating Azure resources via Terraform, as well as cleaned up over 34% of unused Azure resources, resulting in over $22,000 a month savings
- Integrated 35 on-premise VMs into Azure Arc, enhancing patching, monitoring, change tracking, and security. Improved orchestration of patching time by up to 30%
- Documented network infrastructure with NetBox as a container app and utilized Ansible to fetch configuration profiles for layer 2 and layer 3 devices
- Optimized resource efficiency by implementing apps via Docker, deployed monitoring and alerting stack, and utilized Cloudflare Zero Trust for accessibility and security
- Restored systems post-ransomware in less than 12 hours by using newly created immutable offsite backups, saving over $1.2 Million in costs

IT Analyst, Gray Reed & McGraw – Dallas, TX   Sep 2020 – Aug 2022
- Developed a PowerShell GUI integrated with LDAP, automating everyday tasks and slashing ticket resolution time by 60%
- Improved metrics by devising MECM queries, ensuring 95% device compliance with latest software versions and builds, improving system reliability and security
- Deployed software via MECM, verifying compliance by querying device collections for latest versions, ensuring users and systems were up to date
- Executed projects in a timely manner, adhering to Agile methodology as well as documented processes

Desktop Support Specialist, Lennox International Inc. – Richardson, TX   May 2019 – May 2020
- Improved Windows upgrade for 3000+ users with PowerShell automation post-upgrade, cutting turnaround time by up to 40% and finishing project ahead of schedule
- Promptly resolved tickets, swiftly addressing user issues to maintain high customer satisfaction and minimize downtime
- Collaborated seamlessly with a team of 6, fostering synergy to achieve collective goals and drive impactful results

Service Desk Analyst, Fujitsu – Richardson, TX   Apr 2018 – May 2020
- Communicated installation instructions, troubleshooting promptly, and completing store upgrades ahead of schedule. Requested as the preferred agent for store upgrades
- Improved ticket resolution metrics by researching ongoing issues thoroughly and documented findings to facilitate faster troubleshooting and proactive solutions

Skills

DevOps and Cloud: Microsoft Azure, Azure DevOps, GitHub, Terraform, Bicep, Docker, Ansible, Kubernetes
Networking and Security: DNS, DHCP, TCP/IP, NSG, VNET, Azure Load Balancer, Application Gateway, public/private IP
Languages: PowerShell, Bash, Python
Certificates: AZ-104, CKA, AZ-900

Projects

The Cloud Resume Challenge - Azure   github.com/permach-tech/Azure-Resume-Python
- Provisioned Azure infrastructure using Terraform as the Infrastructure as Code (IaC) tool
- Developed a frontend static website hosted on Azure Blob Storage, utilizing HTML, CSS, and JavaScript
- Implemented an HTTP trigger using Azure Functions and CosmosDB to increment the visitor counter by one
- Configured a CI/CD pipeline with GitHub Actions to automate code deployments to the static website upon push events

Education

The University of Texas at Dallas – BS in Information Technology & Systems   2017