Persell Machuca

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Skills

DevOps and Cloud: Microsoft Azure, Azure DevOps, GitHub, Docker, Ansible, Terraform, Kubernetes
Networking and Security: DNS, DHCP, TCP/IP, subnets, NSG's, VNET, SSH, public/private IP
Languages: PowerShell, Python, Bash,
Certificates: Certified Kubernetes Administrator (CKA), Microsoft Certified: Azure Fundamentals (AZ-900)

Experience

System Administrator, Smoothie King – Coppell, TX   Aug 2022 – Present
- Automated the entire new hire process by creating Azure Logic Apps, Automation Accounts, and runbooks for automating AD user creation, license provisioning, document creation, and emails
- Optimized resource efficiency by implementing apps via Docker, deployed monitoring and alerting stack, and utilized Cloudflare Zero Trust for accessibility and security
- Documented network infrastructure with NetBox as a container app and utilized Ansible to fetch configuration profiles for layer 2 and layer 3 devices
- Adapted source control by leveraging Azure DevOps and storing ARM templates as well as other Azure infrastructure as code resulting in a 40% decrease in configuration errors
- 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 up to 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 – 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

Education

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