
Persell A. Machuca

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Technical Experience

Operating Systems: Windows 10 & 11, Windows Server, Ubuntu, CentOS, Fedora, MacOS

Networking: Virtualization, Network Configuration, WAN/LAN, VLAN, Subnets, Gateway, VPN, RDP, DHCP, DNS, Split Tunneling, Firewalls, Access Control Lists, MFA, Proxy Server, SMTP, SFTP, Layer 2 and Layer 3 devices

Software: Azure, Intune, MECM/SCCM, Active Directory, Office365, Exchange, SharePoint, Nutanix, VMWare, Cloudflare, Veeam, OpenVPN, Cisco AnyConnect, Mimecast, Power Automate, Zabbix, monitoring, license provisioning

Hardware: Desktops, Laptops, Peripheral Devices, A/V, Printers, Switch, Router, Firewall, Access Points, Dell Compellent, Synology, NAS, Server

Languages: PowerShell, Python, Bash, Javascript, YAML

Professional Experience

System Administrator

Smoothie King

Aug. 2022 – Present

Coppell, TX

Joined the Smoothie King team as the sole System Administrator to contribute with new projects, migrate old servers and upkeep them, ensure backups are up to date, provide metrics, provide quality of life improvements to the end users, and research and find solutions that will aid the team and the business.

Key Contributions:

- **Managed virtual machines in VMware and Nutanix** as well as consolidated the virtual machines to free space in the datastores. Tagged the VLANS accordingly and ensured all the servers were on Windows Server 2019 or above.
- **Created backup jobs with Veeam** for the new Nutanix infrastructure by deploying an AHV Backup Proxy VM in Nutanix to coordinate the tasks between Veeam and Nutanix. Freed up Terabytes of disk space by moving old incremental and full backups to an archive.
- **Configured Single-Sign On for apps** such as Salesforce, Mimecast, Symbol Security, and Azure. **Deployed configuration profiles with Intune** and set up Hybrid Azure AD Join and password writeback with Azure AD Connect.
- **Utilized Docker and Docker Compose** to containerize applications into one VM rather than separate VM's for each app. Used Terraform and packer to create a base image for a virtual machine and used Ansible to configure the machine after creation.
- **Managed AD and upgraded the forest functional level to 2016** as well as managed GPO's and permissions.

IT Analyst

Gray Reed & McGraw

Sep. 2020 – Aug. 2022

Dallas, TX

Recruited as an IT Analyst to contribute to the team in the SCCM environment, desktop support, A/V setups, coordinate projects, and analyze and resolve current ongoing issues. In charge of being a direct liaison to the MSP to plan and coordinate future projects. Effectively communicated to the team future software updates and changes, to prepare for Pilot testing before rolling out to the environment.

Key Contributions:

- **Orchestrated and deployed software to users in the environment via MECM** as well as ran queries against device collections to ensure computers and users were compliant with the latest software versions and builds.
- **Automated tasks with PowerShell** such as Outlook fixes, unlocking AD Accounts, folder creations on network drives and called on those scripts via admin .bat file which helped greatly reduce ticket turnaround time by up to 40%.
- **Spearheaded and completed projects such as** Windows 21H1 migration, Office 365 Deployment, RDP with MFA, helped implement Cloud Management Gateway, hardware deployments and asset management.
- **Documented projects and environment status for auditing** as well as gave metrics on the status of software deployments to ensure compliance was above 90%. Gathered logs for user groups, policies, and software for 315 active workstations in the environment.

Desktop Support Specialist

Lennox International

May 2019 – May 2020

Richardson, TX

Hired to contribute with a team of 5 to help define and outline the process for Windows 1809 Migrations for over 300 users in-house, and over 6,000+ users' total. Promptly closed support tickets related to Office365 and other software/hardware related issues and escalated when need be. Trained new hires and grew the IT team from 5 to 8.

Key Contributions:

- **Migrated over 300+ in-house users to Windows 10 revision 1809** by imaging them utilizing SCCM and PXE boot while ensuring prep work is done such as decryption and up to date backups via OneDrive.
- **Provisioned user access to security groups to access department specific software and resources.** All new hires were ensured to be in the correct security groups prior to their onboarding.

Service Desk Analyst

Fujitsu

Apr. 2018 – May 2019

Richardson, TX

Joined the Point-of-Sale team to aid in the integration process for the new POS system migrations by creating backups and deactivating the old controller VM and instantiating the new POS controller VM on Windows 2012 r2 Hyper-V. Monitored the network status during the upgrade and performed AD join upon ping response and troubleshoot network connectivity.

Key Contributions:

- **Provided level 2 support for POS systems** across the U.S. and Canada for stores prior to opening. Supported peripheral device such as registers, pin pads, barcode scanners, POS software.
- **Ran health checks on controller VM** to ensure the store was ready to open without issues. Health checklist included pinging all devices, registers, and controllers to ensure IPv4 address was in correct subnet, joining devices to the domain, checking COM Ports, DNS settings, and verified peripheral devices functioned correctly.

Education

Bachelor of Science (B.S.) in Information Technology & Systems (2017)

UNIVERSITY OF TEXAS AT DALLAS, Richardson, TX