Shimron Gill

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SUMMARY

Accomplished Systems Engineer skilled in automation, system administration, and IT infrastructure support. Adept at troubleshooting and optimizing server environments and delivering technical excellence in fast-paced environments.

EMPLOYMENT HISTORY

Kforce Inc.
Lab Support Engineer, Round Rock, Texas | Jan 2023 – Nov 2024

- Performed LaaS server hardware assembly, disassembly, and part replacements quickly and accurately.
- Installed and configured computing infrastructure and deployed new servers, equipment, and software as required.
- Maintained accurate hardware inventory records.

Texas Health & Human Services Commission (HHSC).
Systems Administrator, Austin, Texas | Mar 2021 – Aug 2022

- Represented as a State MDS Automation Coordinator for troubleshooting MDS assessments for nursing facilities.
- Successfully provided technical application support for Minimum Data Set (MDS) and other HHSC systems.
- Updated organization's Microsoft Access database and ensured backup plans were maintained.

IronOrbit
IT Service Desk Analyst, Killeen, Texas | Jan 2021 – Feb 2021

- Efficiently answered inbound phone calls by following procedures and scripts to deliver timely resolutions.
- Identified clients, collected relevant information concerning issues, and created support tickets.
- Assisted client requests, delivered basic/advanced technical support, and provided excellent customer service.

CyberCoders
Desktop & Network Support Coordinator Alameda, California | Nov 2019 – Apr 2020

- Successfully responded to and prioritized requests for technical support and assistance.
- Identified and analyzed support issues to determine causes and provide potential resolutions.
- Installed, configured, and assisted with antivirus and backup software (Carbonite/Acronis).

EmrCpr, Global IT
Engineer Lab Administrator, Sunnyvale, California | Oct 2018 – Oct 2019

- Efficiently configured, troubleshot, stacked, and upgraded code for Ruckus and Brocade routers and switches.
- Administered, managed, and troubleshot network infrastructure equipment (PDU, Terminal Server, KVM).
- Installed VMware ESXi vSphere client for Windows and Linux VM deployment.

IT Desktop Technician, Fremont, California | Jul 2018 – Oct 2018

- Facilitated disconnect/reconnect for desktop setup, monitors, and docking stations.
- Coordinated rack and stack servers, routers, and switches and performed cable management.
- Debugged and installed low-voltage cables, security cameras, and in-ceiling speakers using schematic diagrams.

EDUCATION
Arizona State University
Bachelor of Science, Information Technology | Completed 25 credit hours | Nov 2020
Texas State University
Bachelor of Science, Computer Science | Completed 9 credit hours | Jul 2022

CERTIFICATIONS
CompTIA A+ | CompTIA Network+ | Aug 2026

SKILLS

Operating Systems	: Windows 10, Windows 11, Server 2012, Server 2016, Ubuntu, CentOS, RHEL.
Virtualization	: VMware ESXi, Microsoft Azure, Red Hat Virtualization, AWS.
Networking Hardware	: Ruckus/Brocade Routers, Switches, Terminal Servers, Traffic Generators.
Applications	: SAS-Viya, SFDC, ServiceNow, PuTTY, xRDP, VNC, Wireshark, PRTG, LibreNMS.
Programming Languages	: Bash, Python, HTML, PowerShell, SQL.
Server Hardware	: Dell PowerEdge, HPE ProLiant, IBM Power.