

SHIMRON GILL

Systems Engineer

PROFESSIONAL SUMMARY

Results-driven IT professional with 4+ years of experience in systems administration, server hardware management, and automation scripting (Python, Bash). Proven ability to support and optimize enterprise infrastructure, minimize downtime, and streamline operations in both lab and production environments. Skilled in VMware, Red Hat Enterprise Linux (RHEL), and cloud platforms including AWS and Azure. Adept at communicating across teams and performing under pressure to meet mission-critical goals.

EMPLOYMENT HISTORY

SYSTEM TEST TECHNICIAN

Kelly Services

Jun 2025 - Present
Georgetown, TX

- ♦ Set up and configured test environment devices for functional validation, ensuring system readiness.
- ♦ Executed scripted tests and system updates (firmware/software), verifying performance and resolving hardware/software issues through effective troubleshooting.
- ♦ Performed hardware-level repairs in accordance with documented procedures and safety protocols.

LAB SUPPORT ENGINEER

Kforce Inc

Jan 2023 - Nov 2024
Round Rock, TX

- ♦ Managed lab infrastructure with 99%+ system availability, delivering end-to-end support for server hardware/software deployments and ensuring optimal performance with minimal disruption.
- ♦ Streamlined operations by coordinating automation script usage, reducing manual workloads by up to 30% and accelerating incident resolution through cross-functional collaboration.
- ♦ Enhanced network reliability and system stability by proactively monitoring infrastructure and troubleshooting complex issues, resulting in fewer outages and faster issue resolution.

SYSTEMS ADMINISTRATOR

Texas Health & Human Services Commission (HHSC)

Mar 2021 - Aug 2022
Austin, TX

- ♦ Served as State MDS Automation Coordinator, troubleshooting MDS assessments for compliance and accuracy, while providing technical support for MDS and HHSC systems.
- ♦ Administered and updated the organization's Microsoft Access database, improving data accuracy and system usability across departments.
- ♦ Managed daily IT operations and systems administration tasks for the Texas Health and Human Services Commission, including implementing reliable data backup plans to prevent data loss.

IT SERVICE DESK ANALYST

IronOrbit

Jan 2021 - Feb 2021
Remote

- ♦ Handled high-volume inbound calls using scripted responses to ensure consistent, compliant, and professional client interactions.
- ♦ Assessed client needs, created accurate support tickets, and facilitated timely issue resolution through clear documentation.
- ♦ Delivered excellent customer service as the first point of contact, demonstrating strong communication and multitasking skills in a fast-paced environment.

DESKTOP & NETWORK SUPPORT COORDINATOR

CyberCoders

Nov 2019 - Apr 2020
Alameda, CA

- ♦ Resolved end-user hardware and software issues, providing effective technical support and troubleshooting system failures.
- ♦ Assisted in project execution by meeting deadlines, managing deliverables, and accurately recording hours and tasks in timesheets.
- ♦ Coordinated procurement of approved IT resources, ensuring timely availability of hardware and software to support operations.

ENGINEER LAB ADMINISTRATOR
EmrCpr, Global IT

Oct 2018 - Oct 2019
Sunnyvale, CA

- ◆ Configured, troubleshot, and upgraded Ruckus and Brocade routers/switches, reducing network downtime by 20% and maintaining 99%+ uptime through proactive performance monitoring and issue resolution.
- ◆ Installed and managed VMware ESXi environments using vSphere Client, deploying and maintaining 50+ Windows and Linux VMs to streamline server provisioning and support scalable infrastructure.
- ◆ Administered PDU, Terminal Server, and KVM infrastructure across 100+ devices, performed scheduled maintenance and upgrades, and ensured compliance with security and performance standards.

IT DESKTOP TECHNICIAN
EmrCpr, Global IT

Jul 2018 - Oct 2018
Fremont, CA

- ◆ Managed disconnect/reconnect of desktop setups, including monitors and docking stations, ensuring smooth transitions with minimal downtime.
- ◆ Coordinated installation of servers, routers, and switches while maintaining structured cabling for long-term network efficiency.
- ◆ Installed and troubleshot low-voltage cabling, security cameras, and in-ceiling speakers by accurately interpreting schematic diagrams.

EDUCATION

B.S. COMPUTER INFORMATION SYSTEMS
Texas A&M University - Central Texas

Jun 2025 - Present
Killeen, Texas

Currently enrolled.

B.S. COMPUTER SCIENCE
Texas State University

Jan 2022 - Jul 2022
San Marcos, Texas

Completed 9 credit hours

B.S. INFORMATION TECHNOLOGY
Arizona State University

Jan 2020 - Nov 2020
Online

Completed 25 credit hours

SKILLS

Customer Service (*Expert*), Automation (*Experienced*), System Administration (*Experienced*), Troubleshooting (*Experienced*), Server Hardware (*Experienced*), Software Deployment (*Skillful*), Network Infrastructure (*Skillful*), Management (*Skillful*), Virtualization (*Skillful*), Cloud (*Skillful*), Operating Systems (*Skillful*), Scripting (*Skillful*), Applications (*Experienced*), Data Center Operations (*Experienced*).

PORTFOLIO

Link:: www.shimron.gillsutd.com.

CERTIFICATIONS

COMPTIA A+

August 2026

COMPTIA NETWORK+

August 2026