

SHIMRON GILL

SYSTEMS ENGINEER 📍 ROUND ROCK, TX, 78665, UNITED STATES ☎ 512-576-3252

◦ DETAILS ◦

Round Rock, TX, 78665
United States
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◦ LINKS ◦

[Portfolio](#)

◦ SKILLS ◦

Customer Service

Automation

System Administration

Troubleshooting

Server Hardware

Software Deployment

Network Infrastructure
Management

Virtualization & Cloud

Operating Systems

Scripting & Languages

Applications



PROFILE

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 at Kelly Services, Georgetown, TX.

June 2025 — Present

- Performed full system setup and configuration for devices in the test environment, ensuring readiness for functional validation.
- Executed scripted system tests and followed standardized processes to verify system performance and functionality.
- Conducted system updates, including firmware and software patches, followed by thorough verification, applying effective troubleshooting techniques to resolve hardware and software issues.
- Performed hardware-level repairs in alignment with documented procedures and safety guidelines.
- Contributed to ongoing process enhancements by identifying inefficiencies and recommending procedural adjustments.

Lab Support Engineer at Kforce Inc, Round Rock, TX.

January 2023 — November 2024

- Quickly and accurately performed LaaS server hardware assembly, disassembly, and part replacements. Installed and configured computing infrastructure, deployed new servers, equipment, and software.
- Maintained precise hardware inventory records.
- Troubleshoot and resolved technical issues promptly and efficiently.
- Collaborated with cross-functional teams to optimize system performance and reliability.

Systems Administrator at Texas Health & Human Services Commission (HHSC), Austin, TX.

March 2021 — August 2022

- Acted as a State MDS Automation Coordinator, troubleshooting MDS assessments.
- Provided technical support for MDS and HHSC systems.
- Maintained and updated the Microsoft Access database for the organization.
- Oversaw systems administration tasks for Texas Health & Human Services Commission.
- Implemented backup plans for data security.

IT Service Desk Analyst at IronOrbit, Remote.

January 2021 — February 2021

- Managed high-volume inbound calls with scripted responses, following company procedures for consistent client experiences.
- Assessed client needs, collected information, and generated accurate support tickets to quickly resolve requests and issues.

- Acted as the initial point of contact, providing friendly and professional customer service to strengthen client relationships.
- Showcased strong verbal and written communication skills, adeptly multitasking in a fast-paced environment.

Desktop & Network Support Coordinator at CyberCoders, Alameda, CA.

November 2019 — April 2020

- Handled end-user queries, delivering effective solutions for hardware and software challenges.
- Identified and fixed system issues arising from hardware or software failure.
- Coordinated procurement of approved hardware and software resources.
- Assisted in project execution, meeting deadlines and deliverables as assigned.
- Maintained accurate records of project hours and completed project tasks in time-sheets.

Engineer Lab Administrator at EmrCpr, Global IT, Sunnyvale, CA.

October 2018 — October 2019

- Configured, troubleshoot, and upgraded Ruckus and Brocade routers and switches efficiently.
- Administered, managed, and troubleshoot PDU, Terminal Server, and KVM network infrastructure equipment.
- Installed VMware ESXi vSphere client for deploying Windows and Linux VMs.
- Monitored network performance and resolved connectivity issues promptly.
- Conducted regular maintenance tasks to ensure optimal system functionality.

IT Desktop Technician at EmrCpr, Global IT, Fremont, CA.

July 2018 — October 2018

- Managed disconnect/reconnect process for desktop configuration, monitors, and docking stations.
- Organized installation of servers, routers, and switches, including cable organization.
- Troubleshoot and set up low-voltage cables, security cameras, and in-ceiling speakers based on schematic diagrams.



EDUCATION

B.S. Computer Information Systems, Texas A&M University - Central Texas

Present

B.S. Computer Science, Texas State University, San Marcos

January 2022 — July 2022

(Completed 9 credit hours)

B.S. Information Technology, Arizona State University

January 2020 — November 2020

(Completed 25 credit hours)



CERTIFICATIONS

CompTIA A+

August 2026

CompTIA Network+

August 2026