

### Technologies

I have expertise with the following technologies, platforms and products:

Hard Skills	Linux System Administration, Routing/Switching, VMware, Nutanix, Ansible
Soft Skills	Logistics, Procurement, Oral/Written Communication, Education, Documentation
Languages	Bash, Python, Markdown, Ansible, L <sup>A</sup> T <sub>E</sub> X
SCM/ITSM	ServiceNow, Salesforce, Github, Gitlab, Mercurial, Jira, Confluence
Infrastructure	Arista, Palo Alto, Cisco Catalyst, Cisco UCS B/C-Series, CIMC, HPE DLXXX, Asrock, Supermicro, Dell
OS	MS Windows Desktop/Server, OSX 10-14, Ubuntu 10.04 - 20.04, Oracle Linux 8

### Experience

- July 2022 - **Associate Systems Administrator - NOC**, *TEKsystems*, Bellevue, WA
- July 2024
- Monitor and Troubleshoot Production Web Server Protocols HTTPS/DNS/SSL
  - Monitor and Troubleshoot Multiple VMware 8.X/Nutanix 6.X Environments (17 Clusters/2000+ VMs)
  - Maintain and Troubleshoot Dell EMC Isilon NAS Systems for Critical Business Storage Needs
  - Implement Windows Patch Management via PowerShell and MS WSUS Windows Server 2016 - 2022 (200+ VMs)
  - Conduct Incident Management/Change Management Processes during Critical Business Outages via ServiceNow and Jira
  - Create Detailed Knowledge Base Articles for NOC Personnel to Ensure Correct Incident Management and Escalation Procedures
- May 2021 - **Datacenter Technician**, *Qumulo*, Seattle, WA
- June 2022
- Manage End-to-End Multi-Site Datacenter Operations for Internal Lab and Production business needs (2 Locations - 1100+ Compute Nodes)
  - Utilize Device42 for Asset and Inventory Management
  - Implement, Troubleshoot and Optimize DNS, NFS, SAMBA Protocols for 1100+ Qumulo NAS Hardware Platforms for CI/CD Testing
  - Maintain GitHub Python Repositories for Datacenter Asset Provisioning and Inventory Management
  - Maintain and Optimize Asset Inventory, Provisioning and Auditing with Atlassian Jira/Confluence
  - Troubleshoot and Debug Software/Hardware/Firmware Issues in Qumulo Linux based NAS Systems
  - Create Detailed Confluence Knowledge Base Articles to Ensure Correct Datacenter Procedures
- Feb. 2017 - **Unified Communications Engineer**, *Continuant*, Fife, WA
- May 2021
- Installation, Configuration, Troubleshooting of Cisco UC Applications Red Hat/CentOS v10.X - 12.X: CUCM, CUC, UCCX, CER, IM&P
  - Install, Configure Troubleshoot and Maintain 50+ VMware 6.X/7.X Customer Environments
  - Implement and Optimize Customer UC Upgrade Project for Primary and DR Sites (10+ Locations)
  - Install and Maintain Windows Server 2012 - 2016 For Customer Remote Monitoring and Access
  - Lead and Implement Lifecycle/Security Patch Procedures for 200+ Customer SNMP Monitoring Solutions. MS Windows and Linux Systems
  - Create Detailed Internal and External Documentation for Customers and Technical Support Personnel
  - Lead, Facilitate, Schedule Vendor Troubleshooting Calls for Customer UC Applications
  - Provide Training to Customer Administrators and End Users for UC Applications
  - Act as Tier 2 Escalation Point for Junior NOC Personnel
  - Provided Cisco On-call Support as Needed for Tier 1 NOC Engineering Team

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## Education

Jan. 2015 - **Vocational Certificate in Information Technology and Communication Systems**, *Perry*  
Dec. 2016 *Technical Institute*, Yakima, WA, 3.1 GPA

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## Awards/Certifications

- CCNA
- LPIC-2
- CompTIA Linux+
- VMware VCP-DCV8
- ACCSC National Graduate of the Year (2017 - Perry Technical Institute)
- National Achiever of the Year (2014 - The First Tee)