

Tashundre Gilmore

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Datacenter Operations Analyst with nearly **3 years of experience** supporting enterprise infrastructure support. **CompTIA Security+ certified** and completing a BAS in Information Systems Technology (4 classes remaining). Background includes asset management, system baselining, scripting workflow *automation*, and maintaining data center systems in high uptime environments. Comfortable in both *Windows and Linux*, with hands-on experience in system scripting, SQL databases and virtualized environments. I am committed to advancing into a systems administration or security role.

Experience

UF HEALTH SHANDS

Data Center Analyst (8/2022 – Current)

Scripting & Automation

Created *PowerShell scripts* to automate routine workflows, such as launching various work applications, creating date-labeled documentation, and organizing files in specific formats and locations.

Created *UC4 job scripts* to automate and manage file transfers, archiving, and deletion across vendor and customer servers.

Data Center Security & Compliance

Assists with *patching, upgrades, and deployment* of data center systems, contributing to stability and application availability.

Supports *secure data lifecycle management* by adhering to *HIPAA and NIST SP 800-88 Rev.1* for media handling, including following data retention schedules, documenting device status, and coordinating proper sanitization and destruction of decommissioned storage devices.

Enforce physical *security policies and protocols* by managing visitor access, conducting visual inspections and live camera monitoring.

Documentation & Process Management

Develop and maintain *SOPs* and internal

documentation using *DocuShare*, ensuring consistent adherence to department standards across shifts and locations.

Monitoring & Threat Detection

Monitor critical hospital systems using tools such as Zabbix, *identifying and escalating alerts* to minimize downtime and maintain 24/7 uptime for patient-facing services.

After-Hours Help Desk Support

Provides after-hours Tier-1 support using *Active Directory and IAM tools*, resolving over 85% of permission-related incidents independently.

UF HEALTH SHANDS

Patient Transport Dispatcher (7/2019 – 8/2022)

Coordination and Timely Patient Transfers:

Coordinated over 160 daily patient transports using Epic, ensuring seamless movement across hospital departments.

Supervision of Patient Transport Operations:

Led a team of 8–10 transporters, enforced protocols, maintained records, and produced performance reports to uphold safety and operational standards.

Training Program Development:

Designed and implemented transport training programs to improve onboarding and protocol compliance.

Monitor and analyze patient transport data to identify trends and areas for improvement.

Technical Skills

Operating Systems/Environments:

Windows, Linux

Scripting & Automation:

Batch File & PowerShell Scripting, Python, UC4 (Automic Automation)

Database:

MySQL, Postgres (Terminal & CLI use)

Virtualization:

Oracle VM VirtualBox

Technical Projects & Practice

Linux System Administration

Use Ubuntu Linux as a primary operating system on my laptop, having replaced Windows to gain deeper comfort with system configuration, command-line usage, and package management.

Built and managed Linux virtual machines on my desktop to simulate server environments and practice system admin tasks, including user management, service setup, and backups.

PostgreSQL/MySQL Database Management (Coursework & Lab Practice)

Installed and configured PostgreSQL and MySQL on local Linux and windows environments.

Created and managed databases using CLI tools; performed CRUD operations, user permission setups, and basic SQL queries for reporting and data handling.

Windows Batch File Automation

Created *batch scripts* to automate routine file management tasks, including:

Developed flexible scripts that adapt to any folder dropped into the directory, improving efficiency and reducing repetitive work.

Applied advanced *batch scripting* techniques, including for loops, string manipulation, and variable expansion, to handle edge cases and ensure accurate output.

Education/Certifications

CompTIA Security+ *Certified 2025*

BAS – Information Systems Technology

Santa Fe College *est 6/2026*

AS – Programming & Analysis

Santa Fe College *12/2023*

VC – Computer Programming Spec

Santa Fe College *6/2023*