Tyler Hudson

2935 Forsyth Canyon, Converse, TX 78109 ▪ 210-776-4412 ▪ tylerkhudson@gmail.com

SUMMARY OF QUALIFICATIONS

Highly skilled and motivated IT professional with a proven track record of designing, implementing, and maintaining robust and secure network infrastructures. Equipped with in-depth knowledge of network protocols, technologies, and best practices, I am dedicated to optimizing network performance, ensuring seamless connectivity, and safeguarding data integrity. My hands-on experience in troubleshooting and resolving complex networking issues enables me to deliver efficient solutions promptly. As a proactive team player, I possess exceptional communication and collaboration abilities, fostering strong working relationships with cross-functional teams to achieve organizational objectives. Adaptable and committed to continuous learning, I stay abreast of emerging technologies and industry trends, ensuring cutting-edge network solutions that drive business growth and success.

EDUCATION

Bachelor's in Computer Information Systems   Aug 2022
Texas State University, San Marcos, Texas
Classes/Lessons: Data Communication, Information Security Assurance, SCRUM & Agile methodology, Computer Systems Development & Design, Data Mining & Visualization, Systems Analysis & Design, more upon request.
Languages & Software used: C#, Python, Java, Android Studio, VS, VSCode, HTML, Cisco, O365, Linux, Bash

Linux Experience (Bachelor's + Personal Development):
- Environment provisioning for Linux servers/VM along with VMware use.
- Bash file management including updating and managing users and groups
- Distributions utilized: Ubuntu, Kali, CentOS, RedHat
- Networking commands used: ifconfig, ifstat, telnet, ssh, route, etc.
- Utilized Docker to containerize Linux servers for high efficiency, low cost systems
- Currently broadening my Linux Administration knowledge through personal projects.

PROFESSIONAL EXPERIENCE

I.T. Technician Lead   October 2019 – Present
Hudson I.T. Consulting LLC, San Antonio, TX

- Provide assistance to end-users by troubleshooting hardware, software, and network issues. Involving resolving technical problems via phone, email, or in person.
- Install, configure, and upgrade computer hardware, such as desktops, laptops, printers, and servers. Install and update software applications, operating systems, and drivers.

- Set up and maintain computer networks, including local area networks (LANs). Configure network devices, such as routers, switches, firewalls, and wireless access points. Monitor network performance and troubleshoot connectivity issues.
- Designed fully functional and user-friendly sites that are currently updated and managed.
- Implement and maintain security measures to protect computer systems and networks. This may involve installing antivirus software, applying security patches and updates, and managing user access and permissions.
- Set up and manage data backup systems to ensure the protection and availability of critical data. Perform data backups regularly and test data recovery procedures to minimize the impact of data loss in the event of hardware failure or data corruption.
- Perform routine maintenance tasks, including system updates, patches, and optimizations. Monitor system performance, diagnose problems, and optimize system configurations to ensure efficient and reliable operation.
- Maintain an inventory of hardware and software assets, including tracking purchases, licenses, and warranties. Assist with procurement and budgeting for IT equipment and software.
- Collaborate with other IT team members or departments to support IT projects. Involving assisting with planning, implementation, and testing of new technologies or system upgrades.
- Keep up with the latest technology trends, industry standards, and best practices through continuous learning and professional development. Stay informed about security threats and vulnerabilities to proactively address potential risks.

Service Reliability Center Engineer   August 2022 – May 2023
    Nuance Communications Inc, Remote
- Participate in the implementation of CI/CD practices using Azure DevOps Pipelines, ensuring efficient and seamless project delivery for the team.
- Develop and maintain a set of robust monitoring tools and systems, enabling proactive monitoring of customer services and minimizing downtime.
- Drove automation initiatives by creating innovative Python scripts and leveraging Power Automate, resulting in increased productivity, faster incident resolution (MTTR), and customized alerts.
- Demonstrated a strong commitment to security standards by successfully implementing solutions aligned with FedRAMP requirements.
- Conducted thorough investigations and root cause analyses of recurring incidents, taking proactive measures to prevent their recurrence.
- Streamlined Azure resource provisioning and configuration through the implementation of infrastructure as code templates with Terraform, reducing manual effort and enhancing efficiency.
- Collaborated closely with Incident Management (IcM) to swiftly escalate and resolve issues faced by Nuance customers, ensuring high satisfaction levels.
- Proactively identified areas for service enhancements and implemented automation solutions, resulting in improved service quality and operational efficiency.
- Provided round-the-clock support for incidents involving Nuance AI technology as an integral member of a dedicated team.

- Leveraged JIRA filters and dashboards to significantly reduce incident resolution time and support efficient root cause analysis across multiple teams.
- Deep understanding of the Software Development Lifecycle, driving efficient and high-quality software delivery.

IT Helpdesk Specialist   January 2022 – August 2022

Nutrabolt, Austin, Texas
- Assisting others to solve simple to complex hardware and software issues.
- Configure servers and various network hardware to fix any issue the company might be experiencing.
- Configure printers to connect with SMTP server.
- Apply network protocols to ensure confidentiality, integrity, and availability.
- Configuring hardware to ensure company laptops are working securely and efficiently.
- Give knowledge to others for connecting to the company network through VPN.
- Updating the remote Active Directory database server through RDP to guarantee organization and sync across O365.
- Microsoft (WIN10 + 11), Apple (MAC), O365, Active Directory, Cisco, Linux

HARD SKILLS
- Network Troubleshooting & Operations
- Networking Design and Implementation
- Root Cause Analysis
- Information Security and Assurance
- Automation Scripting
- Infrastructure as Code
- System Administration
- Customer Service

SOFT SKILLS
- Detail Oriented
- Interpersonal
- Leadership
- Communication
- Problem Solving
- Analytical

ORGANIZATIONS/CERTIFICATIONS

1st Degree Knight, Knights of Columbus   2015 - Present
Volunteer/Event Helper, Knights of Columbus