

# Tyler Hudson

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## PROJECTS

### **Flask Web Application** | [GitHub](#) | [Website/Blog](#)

I am developing a web app with Flask, a web framework for Python. I will be implementing a CI/CD (Continuous Integration/Continuous Deployment) process with Jenkins for deploying the Flask web app to a Kubernetes cluster. I plan on deploying and hosting in Azure, using Terraform.

Tools the project uses:

Git	GitHub	Jenkins	Docker
Kubernetes	Azure	Terraform	Flask

### **Website** | [GitHub](#) | [Website/Blog](#)

I have utilized GitHub pages built-in CI/CD pipeline to develop my professional website. This website allows me to seamlessly make changes to my blog and upload project information while exposing myself to more DevOps ideas and tooling.

## SUMMARY OF QUALIFICATIONS

Enthusiastic and dedicated IT professional eager to embark on a career in DevOps. I bring a passion for automation and cloud technologies, with hands-on experience in setting up CI/CD pipelines, managing infrastructure with Terraform, and deploying applications with Docker and Kubernetes. My education in Computer Information Systems has equipped me with a solid foundation in networking, network engineering, programming, system administration and systems engineering, while my recent experience as an IT Technician Lead has honed my troubleshooting skills and ability to work effectively in a team. With a proactive mindset and a willingness to learn, I am excited to contribute to projects that leverage DevOps practices to streamline development processes and drive business innovation.

## EDUCATION

**Bachelor's in Computer Information Systems**  
Texas State University, San Marcos, Texas

Aug 2022

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
- Distributions utilized: Ubuntu, Kali, CentOS, RedHat
- Utilized Docker to containerize Linux servers for high efficiency, low-cost systems.
- Currently broadening my Linux Administration knowledge through personal projects.

PROFESSIONAL EXPERIENCE

**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.
- Worked with cross-functional teams to escalate incidents and ensure reliability of systems.
- 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.

### **I.T. Technician Lead**

October 2019 – Present

Hudson I.T. Consulting LLC, San Antonio, TX

- Configured switches through console to enable trunk ports, apply VLAN, and set up other port configurations for business' networks.
- 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.
- 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.
- 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.

### **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
- Network Administration
- Cloud Technologies (Azure)
- Scripting (Python, Bash, Powershell)
- Continuous Integration/Continuous Deployment (CI/CD)
- Infrastructure as Code (IaC) with Terraform
- Administration (Databases, Cosmos DB)
- Customer Service
- Network Engineering
- System Engineering
- Service Engineering

## SOFT SKILLS

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

## ORGANIZATIONS/CERTIFICATIONS

1 <sup>st</sup> Degree Knight, Knights of Columbus	2015 - Present
Volunteer/Event Helper, Knights of Columbus	
AZ-900	February 1, 2024