

# Tyler Hudson

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## SUMMARY

Service Reliability Center Engineer with 6 years of experience in the I.T. Industry. Specialized in implementing CI/CD practices using Azure DevOps Pipelines and developing robust monitoring systems, leading to minimized downtime and enhanced productivity. Proven expertise in automation, infrastructure as code with Terraform, and strong incident management skills, contributing to faster incident resolution and improved service quality.

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## PROJECTS

### Deploying a Secure Messaging Application

Hudson I.T. Consulting · [tylerkhudson.com/deploying-secure-message-app/](https://tylerkhudson.com/deploying-secure-message-app/) · July 2024 - Present

- The project is a full-stack real-time messaging app designed to facilitate secure communication between users. The app, currently in the prototyping phase, features a front-end built with Vue.js, JavaScript, HTML, and CSS, and a back-end powered by Python Flask and Socket.IO. It will be hosted in a Docker container on Azure, ensuring scalability and reliability. The application aims to provide seamless and secure messaging, supporting text, images, and videos, and is designed with a focus on robust security and efficient real-time communication.

### Flask-Based Rock, Paper, Scissors Web App with CI/CD Pipeline

Personal Project · [tylerkhudson.com/flask-project-rock-paper-scissors/](https://tylerkhudson.com/flask-project-rock-paper-scissors/) · February 2024 - Present

- I am developing a Rock, Paper, Scissors web app using Flask, featuring a user-friendly interface with HTML and CSS, and the ability to record and display previous matches. The project involves implementing a CI/CD pipeline with Jenkins to automate deployments and using Docker for containerization. The application will be deployed to a Kubernetes cluster on Azure, with Terraform managing infrastructure as code. This setup ensures scalability, reliability, and efficient updates throughout the development and production phases.

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## EXPERIENCE

### I.T. Technician & Cloud Lead

Hudson I.T. Consulting LLC

October 2019 - Present, San Antonio, TX

- Designed, installed, and managed network infrastructure for clients in the medical, pharmaceutical, and various other industries, utilizing Ubiquiti devices, including switches, gateways, and cameras.
- Monitored small business networks to ensure optimal performance and security, implementing necessary fixes and changes based on client needs and system assessments.
- Leveraged cloud platforms to deploy and maintain infrastructure, using tools such as Terraform for automated environment provisioning, particularly for development and testing environments.
- Collaborated on full-stack web application development projects, focusing on frontend technologies and containerization with Docker, while working closely with the backend developer to ensure seamless integration.
- Provided technical consulting services to clients, offering tailored solutions to meet specific business needs, including network optimization, cloud adoption, and infrastructure scaling.

### Jr. Network Administrator

Global Evangelism Inc.

August 2024 - Present, San Antonio, TX

- Assisted in the installation, configuration, and maintenance of network devices such as routers, switches, firewalls, and wireless access points.
- Diagnosed and resolved network connectivity issues, hardware malfunctions, and software conflicts to minimize downtime.
- Monitored network performance and security using various tools, ensuring network stability and identifying potential vulnerabilities.
- Provided technical support to end-users, addressing network-related issues and ensuring seamless access to network resources.
- Maintained detailed documentation of network configurations, changes, and troubleshooting procedures.
- Accompanied senior network administrators & engineers to implement network upgrades and improvements.

### Service Reliability Center Engineer

Nuance Communications Inc. & Microsoft

August 2022 - May 2023, Remote

- Participate in the implementation of CI/CD practices using Azure DevOps Pipelines, ensuring efficient and seamless project delivery for the team.
- Communicated with cross-functional teams to escalate incidents and ensure reliability of systems.
- Develop and maintain a set of robust monitoring tools and systems, enabling monitoring of customer services and minimizing downtime.
- Drove automation initiatives by creating 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.

- 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.
- Identified areas for service enhancements and implemented automation solutions, resulting in improved service quality and operational efficiency.
- Leveraged JIRA filters and dashboards to significantly reduce incident resolution time and support efficient root cause analysis across multiple teams.
- Developed comprehensive documentation using Confluence to streamline incident response procedures, resulting in a 10% reduction in mean time to resolution (MTTR) over a three-month period.

## **I.T. Helpdesk Specialist**

### **Nutrabolt**

**January 2022 – August 2022, Austin, TX**

- Provided first-level support to end-users, addressing technical issues related to hardware, software, and network connectivity via phone, email, and in-person.
- Diagnosed and resolved a wide range of technical problems, including system errors, application issues, and network outages, ensuring minimal disruption to business operations.
- Managed and tracked support requests using helpdesk software, ensuring timely resolution and accurate documentation of each issue.
- Assisted in configuring and maintaining user workstations, including installing and updating software, setting up new accounts, and managing user permissions.
- Identified and escalated complex technical issues to senior IT staff when necessary, ensuring prompt attention to critical problems.
- Maintained a high level of customer satisfaction by providing courteous, timely, and effective support to all users.

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## **EDUCATION**

### **Bachelor of Computer Information Systems**

Texas State University • San Marco, TX • 2022

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## **CERTIFICATIONS**

### **Azure Fundamentals**

Microsoft • 2025

- This certification provides foundational knowledge of core Azure services, cloud concepts, and Azure management tools, which are crucial for understanding how to leverage Azure's cloud offerings effectively.

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## **SKILLS**

Hard Skills: Analyst, Troubleshooting, Cloud, Firewall, Load Balancer, Network Administration, Network Design & Implementation, Systems Administration, Linux, Scripting, Terraform, Docker, Azure, AWS, Automation  
Soft Skills: Leadership, Cross Functional, Communication, Analytical, Detail Oriented, Highly Motivated