Tyler Hudson

San Antonio, Texas, United States ✉ tylerkhudson@gmail.com ☐ (210) 776-4412 🔗 in/tyler-k-hudson ☁ tylerkhudson.com/

SUMMARY

Experienced I.T. Technician & Cloud Lead with 6 years at Hudson I.T. Consulting LLC. Proven track record in designing and managing network infrastructures, enforcing cyber compliance, and leveraging cloud platforms like Terraform and Azure to enhance system efficiency and performance for a diverse client base. Skilled in providing technical consulting services and implementing tailored solutions that optimize network performance and security.

PROJECTS

Deploying a Secure Messaging Application

Hudson I.T. Consulting · tylerkhudson.com//deploying-secure-message-app/ · July 2024 – Present

· Deploying a secure messaging application using Docker containers on Azure, ensuring scalability and high availability, and incorporated robust encryption protocols to maintain data privacy and compliance with industry standards.
· 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.
· Hosted in a Docker compose container on Azure, ensuring scalability and reliability. The application aims to provide seamless and secure messaging, supporting text, images, and videos, and designed with a focus on robust security and efficient real-time communication.

Dad Joke Provider: A Kubernetes Microservices Project

Personal Project · tylerkhudson.com//dadjoke-provider/ · March 2024 – Present

· This project implements a Dad Joke Provider as a microservices application deployed on a Kubernetes cluster.
· The application consists of three containerized services (Joke Service, User Service, and API Gateway) orchestrated by Kubernetes, demonstrating key concepts such as deployments, services, and pod management.
· The Kubernetes cluster provides a scalable and manageable environment for the application, allowing for easy updates, scaling, and monitoring of the microservices architecture.

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

Personal Project · tylerkhudson.com//flask-project-rock-paper-scissors/ · February 2024 – Present

· Engineering a Flask-based Rock, Paper, Scissors web app incorporating HTML and CSS for a user-friendly interface, with functionality to record and display match history, while concurrently implementing a CI/CD pipeline using Jenkins for automated deployments.
· The project involves implementing a CI/CD pipeline with Jenkins to automate deployments and using Docker for containerization.
· Utilized Docker for containerization and plan to deploy the application to an Azure-hosted Kubernetes cluster managed with Terraform, enhancing scalability and reliability.

EXPERIENCE

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.
· Ensured system integrity by implementing network security protocols, leading to a 40% reduction in unauthorized access incidents over a 12-month period using tools such as Cisco XDR and Cisco ASA.
· 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.
· Accompanied senior network administrators & engineers to implement network upgrades and improvements.
· Implemented monthly switch configuration updates across 50+ devices, utilizing Cisco IOS and improving network performance by 15%.

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.
· Developed and enforced cyber compliance protocols, reducing security breach incidents by 30% over 12 months through the implementation of multi-factor authentication and regular system audits.
· 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.
· Implemented NodeJs - based cloud solutions, improving system efficiency by 25% over a six-month period while maintaining 99.9% uptime using Azure and Docker. Created NodeJs APIs for these solutions.

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.
· Implemented Agile methodologies to reduce incident response times by 30% over a six-month period using tools such as JIRA and Confluence, enhancing overall system reliability and uptime.
· 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.

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.
· Implemented and tracked third party software updates for over 200 workstations, resulting in a 30% reduction in vulnerabilities and ensuring compliance with security policies.
· 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.

EDUCATION

Bachelor of Computer Information Systems
Texas State University · San Marco, TX · 2022

CERTIFICATIONS

Azure Fundamentals

Microsoft · 2024

· 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.

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