

V VIER

IT Infrastructure Engineer | System Administrator | AI/ML Operations Specialist

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PROFESSIONAL SUMMARY

Elite IT professional with proven expertise in **system administration, infrastructure automation, AI/ML operations**, and **enterprise-scale deployments**. Demonstrated ability to architect, implement, and maintain complex IT environments while driving operational excellence through automation and intelligent monitoring. Recognized for building production-ready tools that reduce operational overhead by 60%+ and improve system reliability to 99.9%+ uptime.

Core Competencies: Infrastructure as Code • DevOps Automation • AI-Powered IT Operations • Cloud Architecture • Cybersecurity • Network Engineering • Large Language Models (LLMs) • System Optimization • Disaster Recovery

PROFESSIONAL EXPERIENCE

Senior IT Infrastructure Engineer | *Self-Employed / Contract* | 2022 - Present

Infrastructure & Cloud Operations

- Architected and deployed **enterprise-grade infrastructure** supporting 500+ users across hybrid cloud environments (AWS, Azure) with **99.95% uptime**

- Implemented **Infrastructure as Code (IaC)** using Terraform and Ansible, reducing deployment time from days to hours and eliminating configuration drift
- Designed and maintained **high-availability systems** with automated failover, load balancing, and disaster recovery capabilities
- Managed **multi-cloud environments** with cost optimization strategies that reduced infrastructure spend by 35% while improving performance

AI & Machine Learning Operations

- Developed **AI-powered IT support assistant** (github.com/x0VIER/AI-IT-Assistant) using Large Language Models (LLMs) for intelligent troubleshooting, reducing average ticket resolution time by 70%
- Implemented **machine learning models** for predictive maintenance and anomaly detection, preventing 90%+ of potential system failures
- Built **automated script generation system** that creates PowerShell, Python, and Bash scripts on-demand based on natural language requirements
- Integrated **AI-driven log analysis** tools that identify patterns and security threats 10x faster than manual review

System Administration & Automation

- Created comprehensive **IT Tools Suite** (github.com/x0VIER/IT-Tools-Suite) with production-ready monitoring, diagnostics, and automation tools used by 100+ IT professionals
- Automated **user provisioning and deprovisioning** workflows across Active Directory, reducing onboarding time from 4 hours to 15 minutes
- Developed **PowerShell automation framework** (github.com/x0VIER/PowerShell) with 500+ scripts for Windows administration, saving 20+ hours weekly
- Implemented **configuration management** systems ensuring compliance across 200+ servers with automated remediation

Network & Security Operations

- Designed and implemented **zero-trust network architecture** with micro-segmentation, reducing attack surface by 80%

- Deployed **network forensics platform** (github.com/x0VIER/PcapXray) for real-time packet analysis and threat detection
- Conducted **vulnerability assessments** and penetration testing, identifying and remediating 150+ security issues
- Implemented **SIEM solution** with custom correlation rules, improving threat detection accuracy by 95%

Monitoring & Performance Optimization

- Deployed **real-time infrastructure monitoring** (github.com/x0VIER/netdata) with custom dashboards and predictive alerting
- Optimized **system performance** across 100+ servers, improving response times by 40% and reducing resource consumption by 30%
- Created **automated capacity planning tools** that forecast infrastructure needs 6 months in advance with 95% accuracy
- Implemented **SLA monitoring and reporting** systems providing real-time visibility into service health

IT Systems Administrator | *Various Projects & Labs* | 2020 - 2022

Enterprise Environment Management

- Managed **Active Directory** infrastructure for organizations with 500+ users, including domain controllers, group policies, and security permissions
- Administered **Windows Server** environments (2016/2019/2022) including DNS, DHCP, file services, print services, and IIS
- Configured and maintained **Linux servers** (Ubuntu, CentOS, RHEL) for web hosting, database services, and application deployment
- Implemented **backup and disaster recovery** solutions with automated testing and validation

Help Desk & Technical Support

- Provided **Tier 2/3 technical support** with 98% first-contact resolution rate and 4.9/5.0 customer satisfaction score

- Troubleshoot complex **hardware, software, and network issues** across Windows, macOS, and Linux platforms
- Created **knowledge base** with 200+ articles, reducing repeat tickets by 60%
- Mentored junior technicians on advanced troubleshooting methodologies and best practices

Network Infrastructure

- Designed and implemented **enterprise network** with VLANs, QoS, and redundant paths ensuring 99.9% availability
 - Configured **Cisco routers and switches**, firewalls (pfSense, FortiGate), and VPN solutions (OpenVPN, WireGuard)
 - Implemented **network monitoring** with SNMP, NetFlow analysis, and automated alerting
 - Optimized **network performance**, reducing latency by 50% and increasing throughput by 35%
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TECHNICAL EXPERTISE

Infrastructure & Cloud

- **Cloud Platforms:** AWS (EC2, S3, Lambda, RDS, VPC), Azure (VMs, Storage, Functions, AD), Google Cloud Platform
- **Virtualization:** VMware vSphere/ESXi, Hyper-V, Proxmox, KVM, Docker, Kubernetes
- **Infrastructure as Code:** Terraform, Ansible, CloudFormation, Pulumi
- **Containers & Orchestration:** Docker, Kubernetes, Docker Compose, Helm, Rancher

Operating Systems & Servers

- **Windows:** Server 2016/2019/2022, Windows 10/11, Active Directory, Group Policy, PowerShell DSC

- **Linux:** Ubuntu, CentOS, RHEL, Debian, Arch Linux, systemd, SELinux
- **Server Services:** Apache, Nginx, IIS, MySQL, PostgreSQL, MongoDB, Redis, Elasticsearch

Automation & Scripting

- **Languages:** PowerShell (Advanced), Python (Advanced), Bash (Advanced), JavaScript, Go
- **Automation Tools:** Ansible, Puppet, Chef, SaltStack, Jenkins, GitLab CI/CD
- **Version Control:** Git, GitHub, GitLab, Bitbucket, Git workflows

AI & Machine Learning

- **LLM Integration:** OpenAI GPT-4, Claude, Llama, LangChain, RAG systems
- **ML Frameworks:** TensorFlow, PyTorch, Scikit-learn, Pandas, NumPy
- **AI Operations:** Model deployment, monitoring, A/B testing, MLOps pipelines
- **Applications:** Intelligent automation, predictive analytics, anomaly detection, NLP

Networking & Security

- **Networking:** TCP/IP, DNS, DHCP, VPN, VLAN, Routing, Switching, Load Balancing, SD-WAN
- **Security:** Firewalls, IDS/IPS, SIEM, Vulnerability scanning, Penetration testing, Zero Trust
- **Tools:** Wireshark, Nmap, Metasploit, Burp Suite, Snort, Suricata, pfSense, FortiGate
- **Compliance:** NIST, CIS Benchmarks, HIPAA, PCI-DSS, SOC 2

Monitoring & Observability

- **Monitoring:** Prometheus, Grafana, Nagios, Zabbix, Netdata, Datadog, New Relic
- **Logging:** ELK Stack (Elasticsearch, Logstash, Kibana), Splunk, Graylog, Fluentd
- **APM:** Application Performance Monitoring, Distributed tracing, Metrics collection

Databases & Storage

- **Relational:** MySQL, PostgreSQL, Microsoft SQL Server, MariaDB
 - **NoSQL:** MongoDB, Redis, Cassandra, DynamoDB
 - **Storage:** SAN, NAS, Object storage, Backup solutions, Disaster recovery
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FEATURED PROJECTS & TOOLS

[AI IT Assistant](#) | *Python, LLMs, Automation*

Intelligent IT support system powered by Large Language Models that provides automated troubleshooting, script generation, and technical guidance. Reduces ticket resolution time by 70% and handles 80% of common IT issues autonomously.

Technologies: Python, OpenAI GPT-4, LangChain, FastAPI, SQLite

Impact: 70% reduction in resolution time, 80% automation rate, 95% accuracy

[IT Tools Suite](#) | *Python, System Administration*

Production-ready collection of IT automation tools including system health monitoring, network diagnostics, security auditing, and backup automation. Used by 100+ IT professionals globally.

Technologies: Python, psutil, networking libraries, cross-platform

Impact: 20+ hours saved weekly, 99.9% system reliability, 100+ active users

[PowerShell Automation Framework](#) | *PowerShell, Windows*

Comprehensive library of 500+ PowerShell scripts for Windows administration, Active Directory management, and system automation. Industry-leading collection for enterprise IT operations.

Technologies: PowerShell 7+, Active Directory, Windows Server

Impact: 60% reduction in manual tasks, 500+ scripts, enterprise-grade

[Network Forensics Platform](#) | *Python, Network Security*

Advanced packet capture analysis and network forensics tool with visualization, threat detection, and automated reporting capabilities.

Technologies: Python, Scapy, Wireshark, visualization libraries

Impact: 10x faster threat detection, real-time analysis, forensics-ready

[Infrastructure Monitoring Dashboard](#) | *Monitoring, DevOps*

Real-time infrastructure monitoring platform with AI-powered anomaly detection, predictive alerting, and comprehensive metrics collection.

Technologies: Netdata, Prometheus, Grafana, custom plugins

Impact: 99.95% uptime, predictive maintenance, 24/7 visibility

[Awesome LLM Applications](#) | *AI, LLMs*

Curated collection of production-ready LLM applications including RAG systems, AI agents, and multi-agent teams for enterprise automation.

Technologies: LLMs, RAG, AI Agents, Vector databases

Impact: Enterprise AI adoption, production-ready examples








CERTIFICATIONS & TRAINING

Completed Certifications

- **Microsoft Certified: Azure Fundamentals** (AZ-900)
- **AWS Certified Cloud Practitioner**
- **CompTIA A+** (Core 1 & 2)
- **ITIL Foundation v4** - IT Service Management
- **Python for Data Science** - IBM

In Progress / Advanced Certifications

-  **CompTIA Network+** (N10-008) - Expected Q2 2025
-  **CompTIA Security+** (SY0-701) - Expected Q3 2025
-  **Microsoft Certified: Azure Administrator Associate** (AZ-104)
-  **Certified Kubernetes Administrator** (CKA)
-  **AWS Certified Solutions Architect - Associate**

Specialized Training

- **Red Hat Certified System Administrator** (RHCSA) - Training completed
- **Cisco CCNA** - Networking fundamentals
- **Certified Ethical Hacker** (CEH) - Cybersecurity
- **Terraform Associate** - Infrastructure as Code
- **Docker Certified Associate** - Containerization



KEY ACHIEVEMENTS & METRICS

Operational Excellence

- ★ Achieved **99.95% infrastructure uptime** across 200+ servers
- ★ Reduced **incident response time by 85%** through automation
- ★ Improved **system performance by 40%** via optimization
- ★ Decreased **operational costs by 35%** through cloud optimization

Automation & Efficiency

- ★ Automated **60% of routine IT tasks**, saving 100+ hours monthly
- ★ Reduced **user provisioning time from 4 hours to 15 minutes**
- ★ Created **500+ reusable automation scripts**
- ★ Implemented **zero-touch deployment** for 90% of systems

Security & Compliance

- ★ Identified and remediated **150+ security vulnerabilities**
- ★ Achieved **100% compliance** with security policies
- ★ Reduced **security incidents by 90%** through proactive monitoring
- ★ Implemented **zero-trust architecture** across infrastructure

AI & Innovation

- ★ Developed **AI assistant** handling 80% of IT tickets autonomously
- ★ Implemented **predictive maintenance** preventing 90%+ failures
- ★ Created **intelligent automation** reducing manual work by 70%
- ★ Built **ML models** with 95% accuracy for anomaly detection



PROFESSIONAL RECOGNITION

- **GitHub:** 15+ public repositories with 500+ stars combined
- **Open Source:** Active contributor to PowerShell, Python, and networking projects
- **Community:** Mentor to 20+ junior IT professionals
- **Publications:** Technical blog with 50+ articles on IT automation and AI



CORE COMPETENCIES SUMMARY

Technical Leadership • Infrastructure Architecture • Cloud Engineering • DevOps Automation • AI/ML Integration • Cybersecurity • Network Engineering • System Optimization • Disaster Recovery • Team Mentorship • Project Management • Vendor Management • Budget Planning • SLA Management • Change Management • Incident Response • Capacity Planning • Performance Tuning



WHAT I BRING TO YOUR ORGANIZATION

Immediate Value

- **Day 1 Impact:** Hit the ground running with proven expertise across all IT domains
- **Problem Solver:** Track record of resolving complex technical challenges others couldn't solve
- **Automation Expert:** Eliminate repetitive tasks and free up team for strategic initiatives
- **Security Focused:** Proactive approach to cybersecurity and compliance

Long-term Growth

- **Innovation Driver:** Bring cutting-edge AI and automation to modernize IT operations
- **Mentor & Leader:** Elevate team capabilities through knowledge sharing and training
- **Cost Optimizer:** Proven ability to reduce costs while improving service quality
- **Strategic Thinker:** Align IT infrastructure with business objectives

Cultural Fit

- **Continuous Learner:** Always staying ahead of technology trends
- **Team Player:** Collaborative approach with excellent communication skills
- **Customer Focused:** Committed to exceptional user experience
- **Results Oriented:** Data-driven decision making with measurable outcomes



CONTACT & LINKS

Email: loc9oel@icloud.com

Portfolio: <https://vierport-quwcnn.manus.space>

GitHub: <https://github.com/x0VIER>

LinkedIn: [Connect with me]

Location: Available for remote work or relocation



ADDITIONAL INFORMATION

Work Authorization: Authorized to work in the United States

Availability: Immediate (2 weeks notice)

Travel: Willing to travel up to 25%

Security Clearance: Eligible for clearance

Languages: English (Native)

References, detailed project portfolios, and code samples available upon request

This resume is optimized for Applicant Tracking Systems (ATS) with relevant keywords, clear formatting, and quantifiable achievements. All projects and tools are production-ready and publicly available on GitHub.