

ZOYIA MELTON

INFRASTRUCTURE SYSTEMS ENGINEER

CONTACT

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EDUCATION

Master of Science

Artificial Intelligence / Machine Learning
Kennesaw State University
Expected 2027 (In Progress)

Master of Science

Software Engineering
Kennesaw State University
May 2014

Bachelor of Science

Software Engineering
Kennesaw State University
December 2011

CERTIFICATIONS

AWS Certified Cloud Practitioner

November 2021

TECHNICAL SKILLS

Operating Systems

Linux (RHEL, CentOS, Alma, Ubuntu, Fedora), AIX, Solaris, HP-UX

Cloud Platforms

AWS, Microsoft Azure

Automation

Bash, Python, Ansible, Puppet

ITSM Tools

ServiceNow

PROFILE SUMMARY

Results-driven Infrastructure Systems Engineer experience supporting Linux/UNIX infrastructure in research, enterprise, and aerospace environments. Proven track record of building scalable infrastructure, implementing best practices, and collaborating with cross-functional teams to deliver resilient solutions.

WORK EXPERIENCE

Senior Information Technology Analyst

Duke University | January 2019 – August 2025

- Manage enterprise Linux computing infrastructure (Fedora, CentOS, Alma Linux, Ubuntu) supporting research and educational needs for Department of Statistical Science
- Administer departmental NAS storage environment ensuring data availability and optimal performance for research operations
- Develop and implement cloud computing best practices for Microsoft Azure research environments
- Support open-source virtual computing environments with focus on system reliability and security
- Collaborate with cross-departmental IT teams to implement infrastructure best practices
- Partner with administration on budget development, planning, and technology acquisition

Key Achievements:

- Established Azure cloud computing best practices for research workloads
- Maintained 99.9%+ uptime for critical research computing infrastructure

Senior UNIX Systems Administrator

Lockheed Martin | May 2015 – January 2019

- Managed enterprise multi-UNIX infrastructure (Solaris, HP-UX, Red Hat Linux, AIX) supporting critical defense systems
- Led OS upgrades, migration planning, and patch management across diverse platforms, minimizing downtime
- Performed system and application performance analysis and tuning to optimize resource utilization
- Implemented EMC storage solutions and vendor software/hardware enhancements
- Conducted root cause analysis for service interruptions and implemented preventative measures

Key Achievements:

- Reduced system downtime by 35% through proactive monitoring and preventative maintenance
- Successfully migrated 100+ servers with zero critical incidents

UNIX Systems Engineer

Delta Airlines IT | May 2011 – October 2014

- Supported enterprise UNIX systems (AIX, HP-UX, RHEL, Solaris) for customer-facing airline applications
- Maintained high-availability environments and performed OS patching, monitoring, and incident response
- Provided OS-level support for WebLogic and WebSphere application platforms
- Managed EMC storage provisioning and performance tuning

Key Achievements:

- Sustained 99.9% uptime for critical production systems
- Reduced repeat incidents through standardized system builds and proactive monitoring