

CERTIFICATIONS

AWS Solutions Architect Associate | GCP-Associate Cloud Engineer | Azure Cloud administrator | AWS Cloud Practitioner | VMware VCP2020-DCV | VMware Specialist vSAN 2021 | VMware HCI Master Specialist | VMware VCA- DBT | Nutanix NCP-MCI | DELL DCA ISMv4 | CompTIA Security+ | GIAC Windows Security Administrator

SKILLS

Solutions Architech | ATADATA | ATAVision | Cloud Computing | GCP | Azure | VMware | vSphere | vCenter | ESXi | vSAN | Nutanix | HPE | Cisco USC | Storage Solutions | EMC | HPE | Netapp | PureStorage | AWS | EC2 | S3 | VPC | Cloud Formation | Cloud Trail | CloudWatch | Linux | CentOS | Windows Server 2012/2016/ 2019 | PowerShell | Python | Migration | Virtualization | AHV | AOS | PrismCentral

WORK EXPERIENCE

Deloitte Consulting LLC, Remote, Tampa, FL -Cloud Consultant

January 2022-Present

- Deploy **ATAVision™**, automated discovery solution, using an agentless architecture to automate data collection, generating on-demand reports, and create deeper insights into clients IT infrastructure, regardless of the cloud/on-prem platform. Also delivering application dependency mapping and affinity details for rapid IT transformation.
- Migrate enterprise workloads to the main **cloud** providers, deliver greater agility and enhanced business performance. Using automated cloud migration to reduce manual, costly, and time-consuming efforts that taxes IT resources resulting in business disruption and downtime.
- Estimate infrastructure costs across multiple cloud environments. Using **CloudCast™** enables the selection of any number of servers in an infrastructure and estimates the costs of that selection across multiple cloud platforms. filtering groups of servers by OS, business application, or environment and then compares infrastructure costs for multiple clouds in a single, visual graph.

Presidio inc., Remote, New York, NY -Virtual Infrastructure Operations Engineer

November 2019-Present

- Manage, plan, and design infrastructure solutions for diverse clients using hardware solutions such as **Nutanix, UCSM, HP, and DELL**.
- Resolve tickets meeting the appropriate SLAs in **ServiceNow**
- Create and maintain virtual machines, templates, host profiles, storage policies, vMotion, in vCenter as well as upgrade and patch hypervisor, **ESXi-AHV** hosts.
- Create shares & mount distribute datastores **FC/SCSI/NFS** storage products **Nutanix, VSAN, DELL EMC, Netapp**, and **PureStorage**.
- Migrate workloads from on-prem/bare metal to VMware using **VMware converter Standalone**
- Secure, Implement & Administer the company **PCI** compliance domain. Run reports, execute configuration changes **GPO Group Policies, Organizational Units**, permissions following best practices.
- Identify Security and reliability risks and mitigate them by implementing solutions via **automation, high availability, or fault tolerance** systems.
- Implement operational procedures and troubleshoot complex issues using analytical skills, in collaboration with vendors' support.
- Create documentation on common issues and train peers to resolve problems promptly.

Tech Hero, Orlando, FL - Network Administrator Manager

January 2019-November 2019

- Plan, design and manage diverse IT infrastructures with a focus on VMware environments and bare metal setups. Configure VMware **DRS, HA, VSAN**. Perform vMotion, Storage vMotion. Experience troubleshooting Hp ProLiant (ILO) & Super Micro(IPMI) servers. Setup NAS/SAN Synology/QNap **iSCSI/NFS**. Includes administrating and deploying Windows Server 2012, 2016, and 2019 on RAID 0, 1,5,6,10. Configure Active Directory role, file shares, and group policies.
- Design, deploy, upgrade, and maintain the client's network infrastructure. Troubleshoot network issues using logs and Auvik network manager (**SMNP v1/2**). Manage firewalls (Meraki, WatchGuard, and Sophos), switches (Cisco, Hp, Netgear). Upgrade client's network infrastructure to **Meraki** equipment (MX, MS, MR, MV). Create VLANs to optimize traffic for services such as voice and data. Setup clients VPN and Site to Site tunnels (SHA & 3DES).
- Resolve complex tickets as-built corresponding documentation in Autotask system based on the **SLAs**. Use remote tools management RMM such as Datto, **RDP, VNC**, Splashtop, and face-to-face client interactions. Follow security procedures to ensure confidentiality, integrity, and availability.
- Manage team projects, create documentation, develop procedures to optimize workflows, and resolve problems in a reduced time frame. Create new company sites, emails, and distribution lists, hosted in the cloud in conjunction with Vircom spam blocker. Setup GoDaddy records such as A, MX, and TXT. Manage **0365** for business and Exchange servers syncing with Microsoft Azure AD.

AT&T, Orlando, FL -Advanced Technical Support

January 2015-December 2018

- Provided desktop support for local users by troubleshooting workstations, mapping printers, restoring Windows 7-10 images using baseline images and **PXE boot**. Installed software via scripts. Planned and deployed 500 HP Virtual Desktop Interfaces, thin clients, integrated with VMware Horizon.

- Answered calls on technical issues and resolve user problems by effectively using critical thinking combined with telecommunication tools such as **Remote Support, Geo-Link**, and Advanced Network Provisioning systems that affects smartphone devices and/or connected hardware.
- Resolved around 10- 15 IT's tickets per day. Log all issues in the **CRM** package to manage workflow for future knowledge base reference. Escalate issues to next-level support when appropriate. Created and maintained documentation for IT Service Desk solutions.
- Performed moves, adds, and changes to end-user equipment including PCs, dock stations, Smartphones, **Avaya** IP phones, and other devices. Modified network infrastructure, terminating, and testing cable (**Cat 5/6**).

EDUCATION

University of Central Florida, Orlando, FL - **Bachelor's Degree, Information Technology (B.S.)**

August 2018

Valencia College, Orlando, FL **Associate of Arts Degree, General Education (A.A)**

December 2015

Universidad del Valle, Cali- Colombia **Associate in Science, Information Technology (A.A)**

August 2008