

PROFESSIONAL EXPERIENCE

Zotec Partners09/2021 – Present

Solution Architect

- Lead the full lifecycle of cloud modernization initiatives, transforming legacy applications from lift-and-shift migrations to complete refactoring leveraging AWS-native and containerized architectures (ECS, RDS/Aurora, Lambda, and CloudFront).
- Provide technical leadership and mentorship, guiding teams on solution design patterns, refactoring approaches, and multi-cloud integration strategies (AWS & Azure).
- Architect and implement scalable, secure, and cost-optimized cloud solutions, aligning with business objectives and the AWS Well-Architected Framework.
- Designed and governed standardized cloud blueprints, ensuring enterprise-wide adoption of best practices in identity management, networking, observability, and compliance (HITRUST, HIPAA).
- Drive cloud governance and automation efforts across multi-account environments, implementing tagging, ABAC, and cost-allocation models to strengthen visibility and accountability.
- Developed Infrastructure as Code (IaC) frameworks (AWS CDK, CloudFormation) to accelerate environment provisioning, enforce configuration consistency, and improve deployment velocity.
- Champion DevSecOps and CI/CD automation, integrating security controls and compliance scans into the software delivery lifecycle.
- Partner with cross-functional teams and executives to define technical roadmaps and modernization strategies that balance innovation, reliability, and operational efficiency.
- Spearheaded a cost-optimization strategy that reduced annual cloud spend by 30% through rightsizing, automated scheduling, and strategic resource utilization.
- Perform root cause analysis and architectural reviews to ensure platform resilience, performance, and scalability under HIPAA-regulated workloads.

Planview10/2019 – 09/2021

Cloud Operation Engineer

- Managed large scale SaaS applications in cloud platforms in AWS
- Consult with clients to gather necessary information to tailor a solution
- Identify and help drive new uses of the Planview solutions to Customers
- Deliver findings including key pain points, proposed solutions to meet business needs
- Focus on maintaining high customer satisfaction ratings and meet SLA targets of 99.99%
- Create and maintain Knowledge base and procedural IT documentation
- Executive Collaboration on playbooks, policies, and procedures for Enterprise Environment
- Help Define and meet the KPI's for the Cloud Operations team
- Executive desktops and applications support as needed
- Leverage log aggregation technologies to help troubleshoot issues
- Support and maintain the servers for a hosted environment consisting of over 6500 servers
- Design, build and configured Postfix SMTP relay to send critical reports to customers
- Detecting system patterns for alerting and self-healing
- New account setups and production environments deployments
- Maintaining and operating highly available distributed systems at scale across multiple regions achieving SLA targets of 99.99%
- Desktop patch management (Windows and Mac)
- Server patch management (Linux and Windows)
- Help train all new members and helping familiarize them with the environment

Golden Frog01/2019 – 10/2019

IT Support Administrator (contract)

- Delivered corporate IT end user services and equipment including but not limited to:
- Configuration and deployment of Windows 7/8.x/10, MAC OSX and other platforms
- Support of Microsoft Office
- Support of Microsoft Outlook in an Exchange environment
- New account setups and deployments
- Mobile device management
- Remedial training for end users
- End user hardware support
- Break-fix troubleshooting desktops and applications
- Support Active Directory and Exchange
- Telephone setup and deployment
- Desktop patch management (Windows and Mac)
- Server patch management (Linux and Windows)
- Create and maintain desktop images and setup documentation
- Document current issues and problem resolutions in ticketing system
- Create and maintain internal, self-help, and procedural IT documentation
- Test new software revisions and build packages

Quanta Services 11/2018 – 01/2019

Systems Administrator /Sr. Desktop Support (Contract)

- Set-up, configure, troubleshoot of all technology hardware and software systems
- Support 1700+ users in house and remotely in fast pace Environment
- Serve as Subject Matter Expert (SME) for support team
- Responsible for the configuration, installation and update of all systems on site.
- Create, Manage and support User profiles and OU's in Active Directory
- Manage hardware and software deployment in SCCM
- Perform Customer-centric support of all desk side and remote users, including network, telephone, connectivity
- Image, deploy, patch, and administrate end-user workstations, software, and peripherals.
- Provide Senior executive support for VP and president of Company
- Train users and write Knowledge Base documentation for seamless support
- Analyze complex client desktop and server situations, develop and implement effective solutions
- Provide support for phones, tablets and printers
- Basic technical support at the network level: WAN and LAN connectivity, routers, switches and firewalls
- Conduct product evaluations of upgraded or new hardware and software
- Research and recommend new solutions that support operational excellence.

OMS11/2016 – 12/1/2018

IT Supervisor/ Systems Administrator

- Supervised and Lead all aspects of IT infrastructure and Managed Reports to Director.
- Oversaw multiply projects and departments simultaneously across business units
- Responsible for managing the teams scheduling, technical direction, and planning of all projects
- Managed Overall IT strategic Vision and budgets
- Accountable for Identifying opportunities to reduce cost, increase capability of Company goals
- Responsible for the architectural design, development, and deployment of the enterprise systems.

- Designed system solutions based on client need and required integration with existing systems
- Managed the ticketing system & escalation process, with an emphasis on decreasing user downtime and alleviate bottlenecks
- Managed enterprise services including forecasting, daily operations, and outreach.
- Work as a subject matter expert and Act as Escalation point for all Technical Incidents
- Heavily Contributed to OMS strategic planning and budgeting efforts
- Develop and maintain the IT infrastructure at OMS across Multiply Locations
- Address the needs of the office in maintaining unit servers and basic computer networks
- Build, Support, Configure Windows servers, Workstations, and Enterprise Applications
- Manage all enterprise licensing agreements and SLA's
- Ensures users are provided needed support
- Perform all software releases and Roll outs for multiply OS
- Manage all Active Directory Infrastructure and Services
- Conduct routine hardware and software audits of servers to ensure HIPPA compliance

Bechtel Corporation 06/2014 – 11/2016

Sr. Desktop Support

- Lead Support on Conoco Philips Oil and TransCanada Pipeline project
- Manage the day-to-day responsibilities of Project Service Desk team
- Act as Escalation point and Subject matter expert for all Incidents (SME)
- Ensuring incident ticket are closed on time and with high client satisfaction.
- Personally Perform and Resolve All Senior Executive Level support
- Developed technical supporting documentation for IT equipment and systems.
- Perform Windows migration, monitoring performance, upgrading, patching of Windows 10
- Create, troubleshoot and maintain user profile using Active Directory
- Monitored and maintained windows PC/Laptop for 3000+ users in House and Remotely
- Ensure compliance with security policies and practices for the protection of hyper sensitive data
- I.T training for executive level end users
- Test and Deploy software using SCCM 2012
- Ensured incident ticket were closed on time and with high client satisfaction
- Maintaining scripts to improve system management task
- Provided support for oil and gas applications; Smartplant 3D, Art striker and PipeFire
- Performed ongoing performance tuning, hardware upgrades and resource optimization
- Provided technical support for remote users worldwide 24/7 on call
- Deployed, maintained and upgraded PCs, laptops, printers and all end user peripherals
- Troubleshoot network system problems in Both Windows and Linux Environment

Houston Methodist Hospital, (Contract) 09/2013 – 06/2014

Lead Desktop Support/Migration Specialist

- Lead Win 7 Migration project of over 2500+ machines managing 6 techs in an ad-hawk
- Supervise Installation, Configuration and maintaining of end user workstations
- Manage Imaging process for desktops and Laptops
- Perform functional testing and assure proper user acceptance testing of completed projects.
- Tests and deploy automated desktop application installations using SCCM framework.
- PC/Laptop repair, upgrading and Installation.
- Maintain user account information using Active Directory.
- Ensuring incident ticket are closed on time and with high client satisfaction.
- Troubleshoot network system problem and provides problem resolution.
- Provide end-user training as necessary to ensure smooth transition of and software.

Oiltanking North America, (Contract) 04/2013 – 09/2013

Help Desk/ Migration Specialist

- Support 1200+ users in- house and remotely.
- OS Migration from XP to Win 7.
- Hardware migrations, laptop upgrades and desktop to thin client.
- Application migration for accounting department to Great Plains suite.
- Perform functional testing and assure proper user acceptance testing of completed projects.
- Troubleshoot thin clients to locate root cause and appropriate fixes.
- Set up and configure printers, scanners, and other peripherals.
- Assist users with office 2010 and Lotus Notes.
- Troubleshooting and maintenance of desktops, thin client, laptops and printers.
- Train staff on use of hardware and software.
- Troubleshooting Citrix Software applications on thin client.
- Support and maintain user account information using Active Directory.
- Document issue resolution using the help desk ticketing system.
- Follow up with End-users to ensure problems are resolved

American Bureau of Shipping, (Contract) 11/2012 – 04/2013

Desktop Support/Migration Specialist

- Support 2000+ users in- house and remotely in over 70 countries.
- International migration from XP to Win 7, sent to Abu Dhabi, Dubai, Europe, US, Mexico, and Singapore.
- Interfaced with regional executives and country managers during migration.
- Provide test plans, test cases, perform functional testing and assure proper user acceptance testing of completed projects.
- Work with Client to configure hardware and client applications.
- PC/Laptop repair, upgrading and Installation.
- Recognize, analyze, and solve problems in a timely and organized manner.
- Maintain excellent communication with all end users and other members of the technology department.
- Set up and configure printers, scanners, and other peripherals.
- Train and orients staff on use of hardware and software.
- Monitor and tune appropriate systems to ensure optimum level of performance.
- Document issue resolution using the help desk ticketing system.

EDUCATION

University of Minnesota, Bachelor of Science

Major: I.T. Management

AWS Cloud Practitioner Certified

Accomplishments

- Supervise Win 7 to 10 Migration Project team to upgrade 2500+ machines Nationwide on Budget
- The Led modernization effort to migrate the payment portal for a revenue cycle management company to the cloud and cutting costs by 40% by using a serverless approach
- Design and implemented modernized data automation into the cloud using infrastructure as codes and bedrock AI for rapid development and quick iterations to deliver well architected serverless environment.
- Designed and implemented HIPPA compliant data messaging app for a modernization project that cost client \$300,000 a year on prem, which was client facing web app for independent 50,000 physician offices and cut cost by 42% by utilizing savings plans for better price to performance in the cloud.
- Successfully Managed On premise Server migration to Microsoft Azure Cloud Project on time and on budget

- Successfully Lead International OS Migration Project from XP to Win 7 with 11 techs and 14 Locations including Abu Dhabi, Dubai, Europe, US, Mexico, and Singapore
- Design, build and maintain Planview's SMTP Relay system for the entire company which send daily critical reports to our clients.

Specialties

- Serverless
- Cloud Modernization
- AWS Bedrock
- CI/CD
- Iac
- AWS S3 & Cloudfront
- Jenkins
- Docker
- AWS SSO & IAM
- DataDog
- Linux
- Active Directory
- AWS CDK & Cloudformation
- AWS EKS & ECS
- Microsoft Azure
- Hyper V, VMWare
- Microsoft System Center Configuration Manager (SCCM)
- AWS Route 53 and EC2
- Microsoft PowerShell Scripting
- Microsoft SQL Server Management Studio (SSMS)
- Virtualization (P2V)
- Disaster Recovery
- Service Now
- IOS, Android
- Rubrik
- Thin Clients
- McAfee Encryption system
- Microsoft 365 enterprise
- Splunk & Datadog
- AWS Aurora & DynamoDB
- AWS WAF & Load Balancing