ADAM AYALA

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I'm experienced in all aspects of IT & System Administration. Including network infrastructure, network security and technical support. I've worked in a smaller city where I've gained the opportunity to learn and refine a wide skill set. Most businesses in Amarillo hire IT personnel to handle a wide range of tasks because of the high cost of skilled employees, and they expect the IT personnel to quickly learn specialized, custom-built software and maintain existing hardware. This expectation has given me the aptitude of learning any new skill quickly and adapt to new software rapidly. I'm currently pursuing my certifications in Amazon Web Services Dev/Ops & Sys/Ops to broaden my skills.

SKILLS

Summary

More than 25 years IT & Server/Desktop Support experience with the last 4 years in DevOps specialization/support using Linux VMs, KVMS, Amazon Web Services and Google Cloud. Big Data management using tools ranging from Amazon Spark, Hadoop, and custom built software. Dell Systems Certified Expert on Portables & Desktops. 13 years web development. 17 years experience with IT infrastructure & systems management. I've worked with many applications and services and listed as many as possible.

Languages:

Proficient in: C#, C+, HTML, CSS, SASS, XML, Javascript, WP-CLI, SQL, Python, Perl, ASP, TCL, Applescript, Visual Basic Script, DOS Batch, Powershell, Unix shell scripting

Software:

Databases: Postgres, Oracle, Microsoft SQL Server and Access, MySQL, Filemaker Pro, FairCom, MariaDB, Percona, Amazon Redshift, DynamoDB

Proficient in Microsoft Office, Google Docs & Libre for Linux.

Disk Imaging Including: Installation of System Restore images, provisioning of new hardware to personnel, hardware upgrades (installation of new hard drives and components) and full system backups.

Platforms: Windows Server, Mac OS X Server,Windows 10, Windows 7, Windows Vista Windows XP, Windows 2000, Windows 98 (Me, SE), MacOS X, UNIX, Cisco IOS, all Linux distributions, Most *NIX derivatives

Network Administration:

Most Hypervisors and 'Lightervisors' (VirtualBox, Docker, LXC, LXD) Containers/VMs, VMware/vcloud, Amazon Web Services, Active Directory with Windows Server 2003 R2, Windows Server 2008 and Windows Server 2008 R2, Active Directory Domain Services, Zendesk, Centrify DirectControl (*NIX), Ubuntu server (DNS, DHCP, Samba, NFS)

Communications: Landesk, Cisco IOS, Windows Remote Desktop Protocol, VNC

Certifications:

Amazon Web Services Certified Practitioner

Google Technical Support Specialist

EXPERIENCE

Independent Network & Support Services (Contractor) & Volunteer

September 2014 - Present

- ▸ Open Source Software Development
- ▸ Building and automating customized 'stacks' for webapp/website development
- ▸ Remote DevOps engineering & support
- ▸ Providing offsite infrastructure & systems support for small to medium sized businesses
- ▸ Quality & assurance testing of existing networking and server equipment & software
- ▸ Building, testing & deployment of software packages
- ▸ Wordpress site development & maintenance
- ▸ Remote software patching, installation and support
- ▸ Pursuing Amazon Web Services certification

Software & Hardware Deployment - AIG/VALIC/WNL
March 2014 - September 2014

- Responsible for imaging and installing software for a site-wide (250+ employees) Windows 7 rollout which included exchanging all existing hardware with new laptops
- Managed systematic migrations based on disaster recovery governance
- Automated custom installations for different departments with differing software packages
- Prepared and tested stacks for a subset of installations for differing types of EDI
- Troubleshooted specialized/custom insurance software for customer support, input, and storage packages for Windows 7 upgrade
- Built, tested, and deployed software packages for differing departments with differing needs
- Built, tested & deployed Desktop & Laptop hardware

IT Infrastructure Analyst - Xcel Energy

January 2014 - March 2014

- Responsible for visiting/travelling to Xcel Energy Service/Operations centers over areas of Texas, New Mexico and Colorado. Bringing existing network and infrastructure into alignment with the company's defined site standards.
- Documented action plans for a cost/benefit/risk to be assessed by project governance
- Performed interviews with site users for issues and created tickets for resolution. Also determined customized hardware installations for different departments with varying needs

IT Administrator VariVerge

March 2013 - September 2013

- Responsible for performing support/updates for servers & users.
- Built & tested scripts for automated data transforms using customized software for custom-built bulk mailing machines.
- Performed weekly/daily backups of all essential systems including mail servers, SQL databases & vertical market systems involved with automated mailers

IT Field Technician

April 2012 - March 2013

Self-employed IT Field Technician in the Amarillo area performing desktop & laptop support. Installed new software, new hardware, repaired existing hardware, removed malware, performed system updates and carried out support for hardware under warranty

Network Services Facilitator AIG/VALIC/WNL

December 2011 - April 2012

Responsible for providing production tier 2 support for all internal and external clients. Resolution of problem tickets that pertained to the desktop and laptop environment running Microsoft products as well as third party and internally developed business applications

Prepared and tested stacks for a subset of installations for differing types of EDI

Provided executive level support, vendor escalation, outside support, and the sharing of solutions and knowledge within the support staff

Built, tested & deployed software packages

Built, tested & deployed desktop and laptop hardware

IT Field Technician

January 2007 - November 2011

Self-employed IT Field Technician in the Amarillo area and abroad performing desktop and laptop support. Installed new software, new hardware, did repair work on existing hardware, removed malware, executed system updates and performed support for hardware under warranty

Production Manager / IT Manager - Best Publications

March 2001- December 2006

IT Manager & Desktop Support for 25+ designers & data entry personnel.

Application Development for the automation and production of telephone directories

Development of data management using several different applications to transform listings into sales leads and printable data

Technical support contact for 5 satellite offices in Texas and Louisiana via Remote Desktop and on-site support

VPN management & Network Security administrator

Hardware purchasing & deployment.

Multi-site server administration

IT Manager - Express Worldwide Florist

February 2001 - March 2001

IT manager and desktop support for 50+ personnel

Custom built hardware & software maintenance and support

Web Systems Integration - WorldPages.com

August 1995 - February 2001

Primary responsibilities included overseeing the design and development of several thousand small and large business websites

Managed website production team of 20+ individuals

Technical and administrative contact for 150+ sales representatives from over 15 independent directory publishers

Responsible for overseeing website construction from introduction to completion, including managing assembly line style workflows that required scanning, data transforms, keying, HTML coding, proofing, correction, and quality control

Network design and implementation including server support

System maintenance and desktop support on 30+ workstations

VPN Administration for satellite offices

Responsible for day-to-day operation & maintenance on server hardware and software