

Jorge Suarez

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SUMMARY

Solutions-oriented Certified Windows Mobility Systems Engineer specializing in coordination, analysis, and installation of IT endpoints. Coupled with an extensive track record of building, configuring, managing and troubleshooting all aspects of endpoint infrastructure. Emphasis on streamlining processes via scripting and automation to ensure Service Level Agreement expectations are met and exceeded.

SKILLS

- **Operating Systems:** Windows 7,8,8.1,10; Windows Server 2012 R2,2016,2019; Raspbian,Ubuntu,CentOS,Kali; macOS;
- **Networking:** LAN; WAN; TCP/IP; DNS; DHCP; IPAM; Firewalls; Switching; Routing;
- **Languages:** PowerShell; Python; Bash;
- **Platforms/Tools:** SCCM; Intune; Windows Autopilot; Azure; AWS, Google Cloud; JAMF, Docker, Terraform; Ansible; Microsoft 365; ServiceNow; Metasploit; Arduino; Prometheus; Grafana; Raspberry Pi;

EXPERIENCE

Systems Engineer, Jabil, February 2019-Current
St. Petersburg, FL

- Acted as Lead Windows End User Systems Engineer on Jabil's largest multinational site merger acquisition to date.
- Traveled extensively between sites in the US, Germany and Switzerland, performing IT site audits, developing strategy for converting existing endpoints and deploying new devices to fully comply with Jabil baseline standards.
- Developed scripted application deployments of 3000+ users and workstations at 19 separate facilities spread across four countries in Europe and North America adding \$700 Million to Jabil's annual revenue.
- Automated PC setup procedure with a combination of batch, PowerShell scripts and SCCM deployment packages to reduce average workstation provision time by 80%.
- Designed and developed PowerShell-based GUI tool used for auditing desktop workstations and thereby reducing site wide auditing time by 90%.
- Developed and deployed installation packages for complex medical device manufacturing applications under a zero- failure tolerance SLA.
- Troubleshoot Endpoints on mass scale globally, applied root cause analysis, implemented fixes as needed.

- Architected and administered Co-Managed Intune and SCCM environment, including creating and editing security groups, application deployments (collections, advertisements, task sequences, and PowerShell scripts), general troubleshooting, log analysis, upgrade and recommendations on current infrastructure for 75,000 windows devices.

Programmer Analyst, Jabil, May 2018-February 2019

St. Petersburg, FL

- Developed Monitoring Platform for Docker platform with Prometheus and Grafana for Dashboard metric presentation.
- Scripted deployment and machine orchestration of instant training sandbox environments on AWS EC2 using Terraform and Ansible Playbooks.
- Developed text-to-speech tool for internal use with Google Cloud's Text-to-Speech API to narrate Docker training videos.
- Administered Windows and Linux server clusters for enterprise production Docker environment.
- Created and maintained continuous integration platform using Docker and Azure Devops.
- Created and tested Docker Image Template building blocks for reusability amongst enterprise developers.
- Leveraged Cloud technologies such as AWS and Azure for cloud deployments alongside on-prem infrastructure.
- Tested Hardened Windows Operating System builds compatibility with critical enterprise development apps.

Desktop Support Technician, Jabil, May 2017-May 2018

St. Petersburg, FL

- Automated manual legacy processes with PowerShell scripting to improve adherence to SLA and overall productivity.
- Provided hands-on technical support to 400+ end-users.
- Coordinated vendor RMAs, installed & repaired hardware as needed.

Network Support Technician Level II, Synergy Technology Solutions, January 2016-May 2017

Tampa, FL

- Monitored and supported the performance of 35+ networks for optimal operation acting against alerts and notifications as required from asset tracking system.
- Developed and maintained technical documentation, guidelines and procedures.

CERTIFICATIONS

- Microsoft 365 Certified: Modern Desktop Administrator Associate
- AWS Certified Cloud Practitioner
- CompTIA A+
- CompTIA Network+

EDUCATION

Associate of Science

Network Administration, Hillsborough Community College, Tampa, FL May 2019