Joseph Cuevas   joseph.cuevas6758@gmail.com   334-488-8796

EXPERIENCE:

Pilot Flying J - June '21 – Present
Systems Administrator III, Knoxville, TN
-Evaluate, monitor, and enhance IT infrastructure with an emphasis on availability, reliability, scalability, security, and system integrity.
-Create automation to streamline mundane, repetitive processes.

Cellular Sales - Oct '18 – May '21
Tier II Operations Support Analyst, Knoxville, TN
-Managed identity needs and security groups through Active Directory.
-Worked with Powershell to make managing AD and Exchange more efficient.
-Worked with ticketing system daily to effectively track, organize, and resolve tickets.
-Acted as an escalation point for Tier Is and aided in the training of new Analysts.

SKILLS

- Cloudfront/Route 53
- Lambda/DynamoDB
- CloudFormation/SAM
- AWS IAM
- Linux
- AWS CLI
- PingFederate Administration
- Valorant

- Active Directory Mgmt.
- O365/EOL Mgmt.
- Azure AD
- GitHub Enterprise Mgmt.
- Powershell
- Javascript
- Python
- Urban Gardening

EDUCATION:

Bachelor of Science, Information Technology – Western Governors University

AWS Certified Solutions Architect: Associate
Validates the ability to design and implement distributed systems on AWS.

AWS Certified SysOps Administrator: Associate
Demonstrates experience deploying, managing, and operating workloads on AWS.

AZ-104: Microsoft Azure Administrator
Competencies include implementing, managing, and monitoring identity, governance, storage, compute, and virtual networks in a cloud environment; plus, provision, size, monitor, and adjust resources when needed.

LPI Linux Essentials
Certifies ability to use a basic command-line editor and demonstrate an understanding of processes, programs and components of the Linux operating system.

CompTIA Secure Infrastructure Specialist (A+/ Network+/ Security+)
Certifies the knowledge and skill required to support hardware and software systems. Secure infrastructure specialists will also be able to protect an organization's assets from internal and external threats.

CompTIA Project+
Certifies the knowledge and skills required to manage the project life cycle, ensure appropriate communication, manage resources, manage stakeholders, and maintain project documentation.

ITIL 4 Foundation IT Service Management
Certifies understanding of core ITIL principles: Delivering maximum value to customers, optimizing resources and capabilities, offering services that are useful and reliable, planning processes with specific goals in mind and defining roles clearly for each task.