WILLIAM PEREZ

Infrastructure Support Engineer



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PROFESSIONAL SUMMARY

Seasoned Infrastructure Support Engineer with 7 years of expertise in deploying and maintaining robust IT infrastructures. Demonstrated success in optimizing system performance and enhancing security protocols. Eager to apply technical proficiency and strategic insights to drive innovative solutions and support organizational objectives.

WORK EXPERIENCE

Infrastructure Support Engineer

feb/2020-Ongoing

₽ Phoenix, AZ

Quantum Solutions LLC

- 1. Designed and implemented scalable infrastructure solutions for cloud and on-premises environments.
- 2. Provided comprehensive support for complex hardware, system software, networks, and security.
- 3. Delivered escalated assistance for production support and repairs, including after-hours server and RFID equipment support.
- 4. Designed, tested, and implemented company-wide network infrastructure.
- 5. Ensured reliability of hardware, software, and networks, consistently meeting performance objectives.
- 6. Managed and optimized network performance, ensuring high availability and reliability.
- 7. Automated deployment processes using CI/CD tools to enhance efficiency and reduce errors.

Infrastructure Engineer

Feb / 2018-Feb / 2020

Lakeside Apparel Co

Thicago, IL

- 1. Managed a XenApp 6.5 environment with over 400 farm servers on Cisco UCS Architecture using Windows 2008 R2.
- 2. Supported remote access for 5000+ clients and critical applications in the medical sector.
- 3. Led the upgrade of Netscaler from v9 to v11 and migrated systems from legacy Xenserver environments.
- 4. Created detailed architecture standards and documentation to support Citrix environment deployment.
- 5. Participated in design reviews with cross-functional teams to enhance project outcomes.
- 6. Installed Cisco UCS 5108 systems and M-Series Blade Servers in a Hyper-V 2012 R2 environment.

EDUCATION

Bachelor of Science in Information Technology

Feb / 2016-Feb / 2018

University of Technology

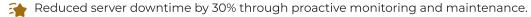
■ Denver, CO

Focused on network architecture and systems administration.

SKILLS



ACHIEVEMENTS



🊰 Led the migration of 200+ servers to a new data center, ensuring minimal disruption.

Developed and implemented a new incident response strategy, improving resolution time by 25%.