

AI Engineer | IT Support Specialist | Technical Support Engineer | Customer Success Engineer | System Administrator

SUMMARY

There is a strong eagerness to utilize a new background in AI engineering, data analytics, and a robust 13 years of IT expertise to develop innovative solutions that resonate with the company's goal of enhancing efficiency and achieving operational success. Proficiency in advanced technologies such as LLMs, NLP, and AI data pipelines is utilized, coupled with a proven history of improving user experiences and refining business processes. A steadfast dedication to innovation and excellence in operations is highlighted by past successes in executing AI-driven projects and boosting customer satisfaction. My experience encompasses overseeing a \$3B defense network system, ensuring the readiness of hardware and software; the successful launch of an AI bot, saving the company around 18,000 hours and nearly \$900,000 in less than three months. From day one, I bring unmatched customer and client satisfaction, fostering a spirit of fun and collaboration!

KEY ACHIEVEMENTS

Improved Efficiency

Reduced troubleshooting time by 25% through revitalized diagrams and training.

System Management Excellence

Oversaw \$3B defense Network system, ensuring hardware and software readiness.

Eliminate Redundant Processes

Designed, Created and deployed Teams Azure NLP/LLM Ai Agents saving the company 18,000 hours and ~ \$900,000 in under 3 months.

Outstanding Satisfaction

Led 419 surveys achieving 99.8% client/customer satisfaction at Impact Networking LLC.

Successful Training Execution

Facilitated 98% qualification rate through department-wide tactical training of 1000 sailors.

EXPERIENCE

AI Engineer

National MSP Focused on Cloud, Security & Infrastructure

Lake Forest, IL

11/2024 - 02/2025

- **AI Solution Development:** Designed and deployed scalable AI solutions to enhance operational efficiency across technology stacks.
- **LLM & NLP Implementation:** Built AI-powered assistant Agent/bots (Teams Toolkit, Microsoft Copilot, OpenAI, and custom LLMs) using NLP, prompt engineering, and fine-tuning techniques.
- **Retrieval-Augmented Generation (RAG):** Developed and integrated RAG models with major LLM APIs (OpenAI, Deepseek, Llama, Gemini, Azure OpenAI Service).
- **AI Data Pipelines & Analytics:** Designed AI-driven data pipelines leveraging Azure AI Studio, EnhancedAI (Fluxprompt No/low code tool), Pandas, TensorFlow, and PyTorch for model development.
- **Cloud & DevOps Integration:** Deployed AI solutions using Azure, implementing CI/CD pipelines, DevOps best practices, and Git for efficient model management.
- **Data Storage & Retrieval Optimization:** Managed SQL Server, PostgreSQL, NoSQL (CosmosDB), Azure DataLake, Synapse Analytics, and vector databases (Elastic) for optimized data access.
- **User Experience & Insights:** Leveraged AI to identify pain points, enhance UX, and optimize business operations through data-driven insights.
- **Agile AI Project Execution:** Applied Agile methodologies to plan, organize, and deploy AI-driven innovations that empower users and clients and reduced redundant processes, saving the company a estimated \$900,000

Service Desk Core Engineer

Same MSP

Lake Forest, IL

08/2022 - 11/2024

- **Windows Server Expertise:** Managed and maintained Windows Server environments (2012-2022), ensuring high availability, security, and performance through proactive monitoring and updates.
- **Active Directory Management:** Administered AD infrastructure, including advanced user and group management, GPOs, and schema modifications to enhance security and efficiency.
- **Network Administration:** Configured, monitored, and troubleshot DNS, DHCP, VPN, and secure network connectivity across diverse environments.
- **Office 365 & Cloud Security:** Managed user accounts, licenses, and permissions via Office 365, ensuring compliance and security best practices.
- **Technical Troubleshooting:** Applied advanced IT diagnostic skills to resolve complex technical issues across multiple platforms and systems.
- **Cross-Functional Communication:** Effectively conveyed technical concepts to both technical and non-technical stakeholders, ensuring clarity and understanding.
- **Broad IT Experience:** Extensive hands-on experience as a Remote IT Support Engineer, Power Automate Engineer, Network Support Engineer, Systems Administrator, Network Administrator, and IT Specialist.
- **Remote Support & Automation:** Utilized Remote Desktop Services and RMM tools (N-able) to manage, monitor, and troubleshoot remote systems, improving resolution times.
- **Virtualization & Cloud Solutions:** Implemented, optimized and troubleshot VMware, Hyper-V, and Azure solutions to enhance scalability, performance, and integration.
- **Enterprise Application Management:** Administered Microsoft Exchange, SQL, and SharePoint environments, ensuring high availability, security, and performance.
- **Microsoft Partner Collaboration:** Delivered high-quality, customized IT solutions to enhance client satisfaction and business operations.
- **Leadership & Client Success:** Led the Service Desk with 419 positive surveys, achieving a 99.8% customer/Client satisfaction rate, improving client operations through innovative IT solutions and robust attention to customer needs.

Aegis Weapon System Network Supervisor & Administrator

U.S. Navy

Everett, WA

03/2013 - 02/2022

- Led 24/7 systems administration and operational readiness for a \$3Billion Dollar Aegis Weapon System, sustaining 99.9%+ uptime and mission-critical availability.
- Supervised and mentored a 15-person IT/networking team, boosting advancement rates by 30% through individualized training and leadership. Oversaw/mentored an additional 86 sailors during critical combat operations as combat systems officer of the watch.
- Designed and deployed a formal technical training program and SOP's, reducing onboarding time by 30% and increasing troubleshooting efficiency by 25%.
- Directed full-lifecycle management of UNIX/Linux-based servers and COTS hardware, ensuring cybersecurity compliance, patching, and performance tuning.
- Engineered and maintained a secure, multi-layered tactical network using Cisco routers, switches, and dynamic routing protocols (OSPF, BGP).
- Conducted network diagnostics to proactively resolve latency and connectivity issues, minimizing downtime and meeting operational benchmarks.
- Implemented rigorous cybersecurity protocols, including access control list management, system hardening, and vulnerability mitigation in classified environments.
- Served as Subject Matter Expert and technical liaison to Japanese Maritime Self-Defense Force, providing advanced training and enhancing multinational interoperability.
- Spearheaded system upgrades and technical modernization projects with zero critical incidents, aligning personnel and resources under tight timelines.
- Awarded the Navy Achievement Medal for exceptional technical leadership, training innovation, and cross-functional team impact.

EDUCATION

Accelerated B.S/M.S Computer Science; Focus Ai/ML

Online

03/2025 - Expected: 09/2026

Western Governors University

- Artificial Intelligence (AI)
- Python, JavaScript
- Architecture and systems
- Data structures, SQL
- Computer theory

Naval FCA C-School-Apprenticeship

Dahlgren, Virginia

Student/Class Leader (4.0 GPA)

01/2015 - 12/2015

- **Advanced Systems Inspection & Repair:** Inspected, tested, aligned, and repaired micro/minicomputers, peripherals, data conversion units, data display equipment, data link terminal equipment, print devices, and system-related equipment.
- **Linux/Unix & Red Hat Administration:** Managed, configured, and maintained Linux/Unix-based operating systems and Red Hat Linux servers, including security updates, automation scripting, system audits, data recovery, and advanced troubleshooting..
- **Cisco Network Troubleshooting:** Applied Network+ and CCNA training to troubleshoot and repair the Aegis Interconnecting LAN (ALIS) Cisco Switches and Routers, ensuring seamless integration with shipboard Aegis Weapon System equipment.
- **In-Depth Systems Analysis:** Conducted detailed system analysis, computer programming diagnostics, electronics troubleshooting, and electronic casualty control, utilizing built-in and external test equipment for performance optimization.
- **Aegis Weapon System Operation:** Operated the Aegis Weapon System, including the SPY Radar (one of the most powerful air-search radars deployed at sea), MK99 Fire Control System (guiding Standard Missiles), and the Aegis Computer Suite.
- **Combat Systems Performance Testing:** Executed performance and testing routines for digital computer equipment, digital subsystems, digital systems, and overall combat systems to ensure operational readiness.
- **Technical Training & Mentorship:** Provided technical guidance and mentorship on system operations, troubleshooting, and maintenance, ensuring compliance with Navy operational standards.

SKILLS/TOOLS

AI & Machine Learning

- **LLM & NLP Solutions:** Retrieval-Augmented Generation (RAG), Prompt Engineering, AI-powered Assistants/Bots (Microsoft Copilot, OpenAI), and custom LLM implementation (Llama, Gemini)
- **AI Platforms & Services:** Azure AI Studio, Azure OpenAI Service, OpenAI API, MS PowerAutomate
- **ML Development:** TensorFlow, PyTorch, Pandas for model development and data analysis
- **Vector Databases:** Elasticsearch for vector search and storage

Cloud & DevOps

- **Cloud Platform:** Microsoft Azure (Implementation, Optimization, Troubleshooting)
- **DevOps & CI/CD:** Azure DevOps for project management, building and managing CI/CD pipelines
- **Azure Services:** Azure DataLake, CosmosDB (NoSQL)
- **Cloud Security:** Implementing and managing security protocols within a cloud environment

Leadership & Technical Management

- **Team Leadership:** Directing technical teams, managing performance evaluations, and providing technical training and development
- **Project Management:** Agile Methodologies, leading projects from planning through execution
- **Process Improvement:** Mean Time To Repair (MTTR) Reduction, developing standardized troubleshooting guides
- **Communication & Client Relations:** Cross-functional communication, technical liaison, CRM (Salesforce, Zendesk, Sage)

Systems Administration & Infrastructure

- **Operating Systems:** Windows Server (2012-2022), UNIX/LINUX-based Blade Servers
- **Virtualization:** VMware and Hyper-V (Implementation, Optimization, Troubleshooting)
- **Directory & Enterprise Services:** Active Directory (AD) & Group Policy (GPO) Administration, Microsoft 365, Exchange, SQL, SharePoint
- **System Management:** Hardware Maintenance, System-level Performance Tuning, COTS Processing Systems

Networking & Cybersecurity

- **Network Engineering:** Cisco Routers & Switches, Dynamic Routing Protocols (OSPF, BGP), VPN, DNS, DHCP
- **Cybersecurity & Information Assurance (IA):** Access Control Lists (ACLs), Security Patching, Network Hardening, Proactive Monitoring
- **Network Diagnostics:** Utilizing N-able (RMM) and other tools to monitor and resolve latency, jitter, and packet loss

CERTIFICATIONS

- Internetworking Technician Journeyman Apprenticeship - U.S. Department of Labor
- CompTIA Net+
- Microsoft Azure AI (AI-900)
- IBM Machine Learning with Python
- Foundations: Data, Data, Everywhere - Google/Coursera
- IBM SQL Fundamentals - Google/Coursera
- Nvidia Generative AI Cert program - in progress
- Cisco Certified Network Associate - NAVY/Cisco
- CompTIA A+
- CompTIA Server +
- Data Bricks Generative AI Engineering
- AI Agent Fundamentals - Hugging Face
- Ask Questions to Make Data-Driven Decisions - Google/Coursera
- Power Shell Advanced - Udemy