Jose Alberto Hernandez

Systems and Infrastructure Engineer | Network Engineering and Automation
Miami, FL | (713) 552-3617 | moralberto80@gmail.com | linkedin.com/in/jose-hernandez-b197a015b

Professional Summary

Systems and infrastructure engineer with 10+ years in IT, including enterprise systems administration, campus networking, and multisite healthcare IT. Hands-on experience supporting VMware vSphere and ESXi, Microsoft Azure hybrid infrastructure, Windows and Linux servers, and enterprise storage and recovery. Uses PowerShell and Python to automate operational work and coordinates infrastructure deployments, migrations, and troubleshooting across technical teams and vendors.

Technical Skills

Systems and cloud Windows Server, Ubuntu Linux, Microsoft Azure, hybrid infrastructure, Active Directory, Group Policy (GPO), DNS, DHCP, LDAP-backed directory services, Citrix

Virtualization and recovery VMware vSphere and ESXi, Nutanix AHV, Windows Server clustering and NLB, Dell PowerScale/Isilon OneFS, NetWorker, PowerProtect Data Manager (PPDM), Data Domain, Veeam, CyberVault

Networking and security TCP/IP, Cisco, Juniper, Aruba, Ubiquiti, Palo Alto, Fortinet, F5, Citrix NetScaler, Infoblox IPAM, OSPF, BGP, VLANs, STP, LACP, QoS, VPN, RADIUS, NGFW, Ekahau

Monitoring and service operations Varonis SaaS, Splunk, Nessus, SolarWinds, PRTG, OpenNMS, ServiceNow, syslog, incident triage and change coordination

Automation and application support PowerShell, Python, scripting, workflow automation, Node.js, Java, JavaScript, Electron, Microsoft Exchange administration

Professional Experience

Systems Administrator

University of Miami | Miami, FL | September 2023 – Present

Virtualization and hyperconverged infrastructure

- Operate and tune VMware vSphere and ESXi platforms, contributing to a reported 20% improvement in VMware system performance through virtualization and resource optimization.
- Support Nutanix Acropolis environments running both Nutanix AHV and VMware ESXi.
- Review VMware host and virtual machine resource utilization to help isolate infrastructure performance issues.

Enterprise backup, recovery, and storage

- Deploy and troubleshoot Dell PowerScale/Isilon OneFS NAS and manage storage access. Administer Dell NetWorker and PPDM for backup and retention, and support CyberVault and recovery readiness for critical workloads.
- Support multiple enterprise backup and recovery technologies, including Dell NetWorker, PowerProtect Data Manager, and CyberVault, across critical workloads.
- Work with multiple enterprise storage systems and appliances, including Dell PowerScale/Isilon OneFS NAS and Dell Data Domain backup storage.
- Work with Rubrik, Cohesity, and Synology as part of enterprise backup and storage operations.

Hybrid cloud, systems, and automation

- Administer Windows and Linux servers and troubleshoot Microsoft Azure integrations with on-premises systems. Manage Active Directory, Group Policy, Infoblox IPAM, DNS, and access controls.
- Trace service dependencies across on-premises servers, Microsoft Azure integrations, DNS, IP address management, and directory services when troubleshooting connectivity or access.
- Automate recurring administrative tasks with PowerShell and Python, including inventory, reporting, and system health checks.
- Develop custom applications using Python, PHP, and Electron to automate IT workflows and monitor infrastructure devices, system health, and operational processes.

Data center deployments and infrastructure migrations

- Support a deployment of 30 Dell servers running Ubuntu 24.04 LTS for an artificial intelligence (AI) project, including iDRAC management connectivity, RAID 1 and UEFI provisioning, and redundant fiber uplinks with LACP and VLAN segmentation.
- Coordinate server and network integration for the Dell rollout, including switch-port readiness and separate VLANs for out-of-band management and production traffic.
- Validate production and out-of-band network connectivity during Dell server deployment, including redundant LACP uplinks and separate iDRAC management access.
- Support F5-to-Citrix NetScaler migration through virtual IP (VIP) configuration and traffic testing. Validate active and standby roles in NetScaler high-availability pairs and troubleshoot Citrix remote access and next-generation firewall connectivity.
- Provide technical coordination across server, network, and application teams during infrastructure rollouts and migrations, including readiness checks and traffic validation.

Data security and monitoring

- Administer Varonis SaaS to monitor file access and sensitive-data exposure, investigate unusual activity, and support permissions remediation.
- Diagnose Varonis ingestion issues across Windows services, RabbitMQ message forwarding, and collector failover storage. Review service status, event logs, and disk utilization to isolate faults.

Professional Experience Continued

Network Engineer

University of Miami | Miami, FL | September 2021 – September 2023

Campus routing and switching

- Configured, deployed, and supported Cisco routing and switching and Juniper switching across campus. Used VLANs, trunking, and Spanning Tree Protocol to segment networks and isolate Layer 2 faults.
- Verified switch-port configuration and VLAN reachability when bringing campus equipment and connected services online.
- Reviewed trunk settings and Spanning Tree status to trace connectivity issues across interconnected switches.
- Troubleshot TCP/IP connectivity, routing, and performance issues using Layer 3 principles, including OSPF and BGP, across switches, routers, wireless networks, and connected services.
- Checked routing paths and reachability to determine the scope of incidents affecting users and campus services.
- Assessed interoperability, security, and access requirements across Cisco, Juniper, Aruba, Ubiquiti, Palo Alto, and Fortinet environments.

Enterprise wireless

- Conducted enterprise wireless site surveys to assess coverage, interference, and access point placement. Supported access points and controller connectivity during campus wireless deployments.
- Used wireless survey findings to guide access point placement and address coverage and interference issues.

Monitoring, incidents, and operational coordination

- Monitored consolidated syslog and network events to identify recurring faults and operational risks. Managed network incidents and service requests in ServiceNow.
- Correlated network device events and syslog messages with ServiceNow incidents to support troubleshooting and escalation.
- Coordinated inter-campus equipment installations with internal teams, vendors, suppliers, and contractors. Planned firmware and software upgrades across buildings and verified service after maintenance to limit disruption.
- Coordinated upgrade and installation dependencies with vendors, contractors, and internal teams across campus locations.
- Verified routing, switching, and wireless service after scheduled maintenance and document issues that require follow-up.
- Produced network status reports and technical documentation for engineers and management. Guided colleagues and users through escalated network, hardware, software, and voice-service issues.

System and Network Administrator

Care Resource | Miami, FL | May 2019 – September 2020

Healthcare infrastructure and network security

- Administered servers, business applications, networks, and connectivity across healthcare branches and data center environments. Supported infrastructure access controls in a HIPAA-regulated setting.
- Supported production infrastructure for healthcare locations by tracing application connectivity issues across branch networks and data center systems.
- Configured and troubleshot next-generation firewalls and supported firewall migration and deployment. Implemented security controls and segmentation on Cisco and Juniper Layer 2 switches.
- Reviewed firewall policy and network segmentation when troubleshooting access between sites and internal systems.
- Built redundant switching configurations and Cisco and Juniper switch stacks to improve network resilience and simplify expansion.
- Validated VLAN connectivity and switch stack redundancy during network changes and branch deployments.
- Managed VoIP and inter-site communications and applied QoS to prioritize business-critical and voice traffic. Diagnosed application and voice connectivity issues.

Monitoring and patch management

- Deployed IBM BigFix to strengthen patch management and vulnerability mitigation. Implemented SolarWinds NPM and PRTG to monitor network and system performance.
- Used SolarWinds NPM and PRTG to investigate device availability and network performance incidents.
- Used IBM BigFix to support patch deployment and remediation across managed systems.

Backup and disaster recovery

- Reviewed and reconfigured Veeam Backup to support disaster recovery planning and reliable restoration.
- Reviewed Veeam backup configuration against disaster recovery and restoration requirements.

Exchange administration and scripting

- Wrote scripts for Exchange mailbox quota reports and ActiveSync administration.

Wireless and access control

- Designed wireless connectivity across sites using active and passive surveys. Integrated corporate wireless with RADIUS authentication and established separate guest access.
- Troubleshot corporate wireless authentication through RADIUS and verify separation from guest wireless access.

Earlier Experience

Network Technician

ASE, University of Miami On-Site Vendor | Miami, FL | May 2018 – April 2019

Network deployment and fiber connectivity

- Provided on-site network and technical support at the Coral Gables campus. Staged Cisco and Juniper equipment for configuration, installation, and production rollout.
- Prepared Cisco and Juniper switches for installation at campus network deployment sites.
- Checked equipment and cabling readiness before scheduled network installation work.
- Installed and tested fiber-optic connections and supported uplinks between campus routers and switches.
- Tested fiber links during installation and report connectivity issues to network engineers.
- Traced campus uplinks between routers and switches to help isolate physical connectivity problems.

Documentation, inventory, and change support

- Mapped fiber routes and equipment locations and maintained inventory records to support maintenance, fault isolation, and future deployments.
- Used fiber route maps and equipment records to identify endpoints during maintenance and troubleshooting.
- Updated network inventory with equipment locations to support future installations and service visits.
- Worked with network engineers to resolve equipment and deployment issues during scheduled change windows and provided technical guidance to campus personnel.
- Coordinated on-site troubleshooting and relay equipment and link status to engineers during scheduled changes.

Help Desk and Field Technician

IT Tech | Miami, FL | August 2016 – December 2017

Remote and on-site technical support

- Provided remote and on-site support for business clients using LabTech. Diagnosed workstation, application, hardware, and peripheral issues and communicated resolutions to users.
- Used LabTech to investigate workstation issues remotely and provide on-site support when physical access is needed.
- Troubleshot workstation, application, and peripheral failures to identify the affected component.

Directory services and DNS

- Provisioned Active Directory accounts, applied Group Policy, maintained DNS records, and assisted with nameserver administration.
- Supported workstation access by checking Active Directory accounts and Group Policy settings.
- Investigated name resolution issues and maintain DNS records for client environments.

Device deployments and structured cabling

- Prepared workstations and connected devices for deployments, configured network printers and multifunction scanners, and installed structured cable drops and patch panels.
- Prepared end-user devices for rollout and verify basic connectivity to client networks.
- Configured network printing and scanning devices and troubleshoot connectivity from user workstations.
- Installed structured cabling and patch-panel connections to support client device deployments.

Earlier Experience Continued

Computer Technician

INDER | Havana, Cuba | May 2009 – August 2016

Workstations and end-user support

- Installed and maintained workstation operating systems and supported end-user applications, server administration, and network troubleshooting.
- Maintained workstation operating systems and troubleshoot end-user application and network access issues.

Windows Server and network access

- Administered Windows Server Active Directory and configured DNS, DHCP, Network Policy Server (NPS), and RADIUS authentication for corporate wireless users.
- Supported Windows Server services used for user authentication and network connectivity.
- Troubleshot desktop and server connectivity by checking DNS resolution and DHCP configuration.
- Investigated corporate wireless authentication issues using Network Policy Server and RADIUS.

High availability and automation

- Configured and supported Windows Server clustering and Network Load Balancing (NLB). Used SolarWinds Kiwi CatTools to automate network administration tasks.
- Maintained Windows Server cluster configurations that support service availability.
- Supported Network Load Balancing configurations and troubleshoot access to services running behind NLB.
- Automated recurring network administration tasks using SolarWinds Kiwi CatTools.

Education

Associate, Network Administrator | CBT College, Miami, FL | January 2019

Computer Network Support Specialist | CBT College, Miami, FL | October 2018

Computer Network Support Specialist | Julio A. Mella, Havana, Cuba | May 2007

Certifications

Cisco Certified Network Associate (CCNA), Routing and Switching | Earned February 2020

VMware Certified Associate | Earned February 2020

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