

Billy Black

Brooklyn, NY • <https://city-hunter.vip/> • <https://github.com/mrbillyblack>

Skills

Systems

- Windows 10, Windows Server 2012, Server 2016, Mac OS X, iOS, Ubuntu, CentOS, Debian, Amazon Linux 2.

Operations

- Network Protocols/Infrastructure, DNS Record, IP Addressing, Subnetting, VLAN, VPN.
- Troubleshooting, Desktop imaging, Audio/Video (including Digital and Analog Equipment, Software, Editing).
- Electronics Repair, Ticketing Systems (JIRA, Spiceworks, ServiceNow)
- Containerization (Docker), Virtualization (VirtualBox, VMWare vSphere, Public Cloud).
- Experienced in Agile methodologies; well-versed in collaborating with cross-functional teams.
- Efficient in provisioning resources and services for web applications and training/inferences for pre-trained models.
- Knowledgeable on Microsoft 365 products, such as Outlook, Word, Excel, PowerPoint, SharePoint, Intune, etc.

Software

- IT Tools: Active Directory, DNS, RDP, SIEM, MDM, Meraki, Ubiquiti/UniFi, Cisco VLAN and IP Addressing.
- Languages: Python, Bash, PowerShell, JavaScript.
- Backend Tools: NGINX, MySQL, JSON, YAML, WSGI/ASGI.
- Cloud: Amazon Web Services/AWS (EC2, VPC, S3, IAM, CloudFormation), Microsoft Azure, Google Colab.
- CI/CD: Git, GitHub, GitLab.
- Monitoring Tools: DataDog, Grafana, Sumo Logic, Splunk, AWS CloudWatch.
- Frameworks: Django, Flask, FastAPI, PyTorch, React/React Native, Docker.
- Other tools: Postman, Selenium for Python, Jupyter Notebooks.

Education/Certification

New York City College of Technology:

- **Bachelor's Degree in Computer Engineering Technology**

Previously Held: CompTIA A+, CompTIA Network+

Expected October 2024: Microsoft AZ-900 Azure Fundamentals, AWS DVA-C02 Certified Developer.

Experience

Self-Employed – Web Developer, Consultant (December 2023 – Present)

- Created mobile and web applications for clients, offering consultation and quoting the client based on the best needs for their business.
- Created network infrastructure, resources, and services purposed for clients' applications.
- Met with clients to discuss features and design.
- Maintained close contact with clients and customers, providing support and new features further on if proposed by customer.

Infor – DevOps Engineer, Associate (March 2022-August 2023)

- Deployed and maintained staging, preprod, and production stacks/servers over AWS integrated with GitLab pipelines and in-house automation, delivering a company SaaS product to over 100 companies in the medical, industrial, and entertainment sectors.
- Automated processes via GitLab pipeline for Public Cloud distributions and terminal for GovCloud distributions.
- Utilized and maintained tools to automate operational processes using Python and Bash.
- Revised Atlassian wiki documentation, maintaining instructions accordingly with changing dependencies.

- Reviewed security reports and created tickets addressing mid to high-risk vulnerabilities based on Nessus scans, ensuring environments and services are secure within standards of compliance.
- Acted as point of contact for customer inquiries and participated in on-call rotations, ensuring product reliability both on and off hours.
- Monitored assets over Splunk, Grafana, and SumoLogic, creating alerts to track conditions affecting server performance.

Soroban Capital Partners LP – IT Support Engineer (April 2020-February 2022)

- Provided desktop support for a high-output business firm, aiding executives, assistants, traders, analysts, and accountants – either in person or offering support over the phone.
- Assembled network and workstations in two offices and several home locations, providing mobility for users in the middle of the pandemic and increasing company capacity.
- Created SQL reports in LANsweeper (Microsoft SQL) to monitor conditions and software versions in active systems.
- Coordinated with vendors, providing new software and equipment to optimize user experience.
- Conducted monthly security patching and Windows updates using Ivanti Security Controls, reviewing CVEs and adding update packages to each monthly distribution based on severity level of vulnerabilities.
- Imaged and deployed virtual machines over VMWare VSphere.
- Onboarded new employees, adding them to their respective Active Directory groups, preparing their workstations, and further educating them on network safety, software tools, and their technological equipment.

New York City College of Technology – News Team Support Technician (January 2018-May 2020)

- Provided technical support for a college newspaper team of 8-10 people, troubleshooting hardware and software issues on MacOS and Windows desktops.
- Maintained a small local area network, restoring functionality at several endpoints.
- Created a home website for the news platform using Python, Flask, MySQL, and NGINX, maintained on an Amazon EC2 instance running Ubuntu 18.04.
- Implemented a mounted file server with Samba, accessible through an OpenVPN tunnel.
- Overlooked the activity of the team's social media accounts across different platforms.
- Delegated content and engagement-based tasks to members on the media team.

Catholic Charities/Sheepshead-Nostrand Supportive Services – Administrative Assistant (July 2015-May 2016)

- Arrived at office at opening time and prepared the facility, greeting visiting clients seeking social services throughout the day.
- Assisted clients in filling out electronic forms.
- Entered data from client documentation into Excel spreadsheets.
- Sorted physical client documentation into file cabinets.
- Organized supplies, keeping track of office inventory and refilling of depleted supplies.
- Promptly delivered sensitive documents to clients by hand or via fax.

RadioShack – Customer Service Representative/Repair Technician (October 2013-February 2015)

- Delivered outstanding customer service by helping clients with their electronic device repair needs.
- Carried out initial checks to spot issues with items like smartphones, tablets, computers, and other gadgets.
- Walked customers through the repair process, gave them cost estimates, and set clear expectations for timelines.
- Kept detailed records of repair requests, completed work, and customer interactions using the company's system.
- Helped manage inventory by tracking repair parts and tools, ensuring everything needed was on hand.
- Assisted in daily store operations when needed – such as handling transactions/returns, restocking, and greeting/assisting customers.