

Auston Brovitch

Application Engineer

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Professional summary

15 years of experience in system administration, troubleshooting, automation, and virtualization. Strong background in managing Linux environments, cloud services, and hardware repair. Infrastructure management, and networking technologies. Experienced in building and supporting enterprise networks, managing MPLS infrastructure.

- Linux System Administration (Debian, FreeBSD)
- Automation & Scripting (C++, NodeJS, Python, Golang, Ansible,)
- Cloud Services & Infrastructure (AWS, RDS, EC2, S3)
- Virtualization (Docker, XenServer, VMWare)
- Networking (Packet Analysis, BGP, VPNs, Routers/Switches)
- IT Troubleshooting (Hardware/Software, Systems Debugging)
- Security & Compliance (CJIS, CompTIA Security+)
- IoT Integration (R-Pi, Arduino, Sensor Tuning)
- Embedded System Development (MIPS, ARM, x86)
- Documentation & Technical Support

I do not work with medical equipment nor repair medical devices. Thank you for understanding.

Willing to relocate: California, Arizona, Nevada

Authorized to work in the US for any employer

Willing to relocate to: Nevada - California - Colorado

Authorized to work in the US for any employer

Work experience

Cloud Support Engineer

Shell IT International | Rancho Cucamonga, CA

October 2022 to Present

- Troubleshooting various cloud services such as Office 365, Citrix Workspace, Amazon Web Services, And various routers including Fortigate, Unifi, Cisco, HPE.

(AWS), Windows Server 2016/2019.

- Handled support tickets using Autotask and Datto RMM.
- Troubleshooting various VOIP setups from Avaya, Nortel, and various cloud PBX systems.
- Scripting user on-boarding tasks using Microsoft O365 and cloud domain controller's.

IT Administrator

Library Systems & Services | Riverside, CA

May 2019 to August 2021

- Experienced Domain Admin/ IT Technician.
- Windows Server 2008/2016/2022 deployment and management, i.e Active Directory, Group Policy creation and management.
- Various Linux system deployment's onsite Network Storage Array/Virtual Machine Management.
- Integrated Library System's (ILS) Experience
- Point of Sale (POS) System Repair/Management
- Troubleshooting Hardware/Software issues on a frequent basis. Using tools like Team viewer, Microsoft

RDP, and other remote management and assistance programs to efficiently address problems without user intervention.

Telecommunications Technician

CTDI COMMUNICATIONS TEST DESIGN | Fontana, CA

February 2015 to June 2018

- Repaired DVR's, Modems, Routers, in a professional semi-clean regulated repair room.
- Used and am comfortable using schematics to aid in my goals of repairing units to manufacture refurbished level quality for use in customers homes.
- DC Power Supply, Oscilloscope, Spectrum Analyzer, RS232 serial communication, RF analyzer, and

Bench Solder re-work station experience.

Master Repair Technician

365 Laptop Repair | Gardena, CA

January 2012 to August 2015

- Repaired various electronics including various consumer machines and devices. And always ensured that devices were repaired in a timely and near factory condition, if possible otherwise offered comparable device or services if original machine was deemed un-repairable.
- Controlled various inventory items and assisted selling through various sites i.e.(Ebay, Amazon, and shop website) of refurbished devices that would be signed off by the tech supplying repairs before being sold.
- Spent time learning complex circuits and used various schematics in addition to using my own tool-set to encourage timely repairs when required.

Education

Computer Science (Associate's degree)

Baker College of Flint

August 2014 to August 2017

Skills

Identity & access management

CRM software

Software troubleshooting

Customer relationship management (CRM) systems (technically supported)

Call center agent experience

Desktop support

Firewall

Docker

Xenserver (4 years)

Interpersonal skills

Automotive repair

AutoCAD

Customer issue escalation

Problem-solving

Attention to detail

Organizational skills

Scripting (4 years)

Microsoft Windows Server (5 years)

Technical support

AWS

Computer operation

Quality systems

Programmable logic controllers

TCP/IP

Pro/ENGINEER (10+ years)

Help desk

Electrical troubleshooting

VMWare

DNS security

Desktop Support (4 years)

Individual contributor experience

Mechanical knowledge

Sales support

Virtualization (4 years)

Java

Inventory management systems (technically supported)

Technical Support (7 years)

Active Directory

Linux

Active Directory (5 years)

HIPAA compliance

VLAN

VPN

Debian

Writing skills

Customer service

Mechanical design

QuickBooks (2 years)

Manufacturing

Wireguard (3 years)

APIs

BGP

Time management

Docker (4 years)

GitLab (2 years)

System administration

Microsoft Excel

Component Design & Repair

Ansible (2 years)

Automotive diagnostics

Windows

Microsoft Windows Server

Customer support

DHCP

Typing

Languages

English
Bilingual

Certifications and licenses

CompTIA Security+, CompTIA

Automotive Service Excellence (ASE) certification, National Institute for Automotive Service Excellence

MCSE

CCNA

CompTIA Security+

CompTIA Network+