STEVEN SHINE

INFRASTRUCTURE ENGINEER FROM DENVER,CO

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318.623.3402

WORK EXPERIENCE

Poppulo, Denver, CO

Infrastructure Engineer

APR 2021 - APR 2023 | 2y+

- Provided first-level support to clients, ensuring optimal performance and reliability of network, server, and storage infrastructure.
- Participated in on-call rotations, providing after-hours support, and writing infrastructure as code to streamline and automate processes.
- Committed to continuous learning and staying up-to-date with the latest infrastructure technologies.

Four Winds Interactive, Denver, CO

SYSTEM ADMINISTRATOR

NOV 2020 - APR 2021 | 1y

- Project design and execution for internal and production systems deployment using AWS and Azure for 20+ Windows and Linux guest operating systems.
- Coordinating and deploying Okta Identity Management with customers to work with our production solutions
- Building knowledge repositories in Confluence and Jira for documenting formalized processes as well as change request approvals.

ASSOCIATE SYSTEM ADMINISTRATOR

JAN 2015 - NOV 2020 | 5y

- Rolled out projects for the organization's end users such as an integrated Slack workspace, enabling full disk encryption on user workstations and implemented organization-wide practices for attaining SOC 2 compliance among 450+ users.
- Managed 100+ on-premises, co-location and cloud servers for internal and production use.
- Facilitated the migration and consolidation of another company's user base after acquisition while providing Tier II hardware and software support in a mixed Apple/Windows environment for 500+ remote and local employees.

SENIOR HARDWARE SPECIALIST

2013 - 2015 | 2y

- Worked with vendors and clients to implement required functionality in digital signage applications for thousands of endpoints among hundreds of customers.
- Provided multi-platform integration solutions with video capture devices, interactive devices such as the Windows Kinect and traditional touch screen technology.

INTEGRATION TECHNICIAN

2011- 2013 | 2y

- Responsible for onsite and remote configuration and support of digital signage installations and deployment of Windows, Android, OSX and iOS devices.
- Organized presentations with clients to communicate expectations and preparedness for digital signage staging, deployment and training.

TECHNICAL SKILLS

HARDWARE

Inventory Management, Workstation repair & maintance, AV & Online Broadcasting

SOFTWARE

PowerShell, Bash, Python, Node.js, Terraform, Ansible, AWS CLI

OPERATING SYSTEMS

Microsoft Windows 10/11, 8, 7, Server 2016 2019, mac OS, Linux, Android, iOS

NETWORKS

AWS, Azure, ESXi, Data Center Server Setup, Ubiquiti & HPE Hardware

SECURITY

Workstation/Server OS & 3rd party application patching, Server Snapshot & Backups, Phishing Campaign Mitigation

EDUCATION

BA, GENERAL STUDIES

Louisiana State University

Graduated May, 2009

NOTEWORTHY

Consulted with vendors and partners to implement IT security solutions for customers and internal users

Updated and patched existing software when vulnerabilities were disclosed for over 450 geographically dispersed workstations

Design And Implement Security For AD Objects Using Group Policy