Jeremy Thornton

Summary

Systems Engineer with 4+ years of experience supporting hybrid Windows/Linux infrastructure in enterprise environments. Skilled in VMware administration, automation with PowerShell and Bash, and managing Kubernetes-based platforms and workloads. Proven ability to research and implement solutions, improve service delivery, and collaborate cross-functionally to support mission-critical systems. Holds certifications in Azure, AWS, ITIL, and Cloud+. Actively expanding expertise in Python, CI/CD, and GitOps.

Professional Experience

ProLiant, Inc

Systems Engineer (Sep 2021 - Present)

- Support 400+ Windows and Linux servers across VMware vCenter, ensuring high availability and swift incident resolution.
- Automate provisioning, audit reporting, and system configuration using PowerShell and Bash, streamlining daily operations and reducing manual workload.
- Oversee full VM lifecycle: provisioning, resource allocation, snapshot management, and SSL/TLS certificate renewal.
- Maintain and troubleshoot Active Directory and DNS/DHCP services; coordinate patching and scheduled maintenance across Windows Server fleet.
- Engineer and deploy Kubernetes-based infrastructure and workloads, from cluster provisioning and automation to application lifecycle management and troubleshooting.
- Support and optimize Kubernetes workloads by troubleshooting pods, analyzing resource usage, and migrating dependencies to Operators (RabbitMQ, Redis). Leading Rancher deployment for multi-cluster visibility and governance.
- Operate Dell Unity SAN and DD6900 storage platforms for backup and high-availability services.
- Configure and optimize Barracuda Load Balancer for fault tolerance and traffic distribution across enterprise applications.
- Direct Veeam Backup & Replication operations for VMware workloads, including job scheduling, retention tuning, recovery testing, and Data Domain integration.
- Liaise with cross-functional teams and vendors to support enterprise systems and customer-facing services.
- Apply ITIL practices to Incident, Problem, and Change Management using SolarWinds ServiceDesk and Jira, maintaining service quality and SLA compliance.

Help Desk Analyst (Dec 2020 - Sep 2021)

- Automated system diagnostics and user support tasks using PowerShell, reducing manual remediation time by 70% and enhancing service desk efficiency.
- Strengthened Active Directory security posture through refined GPOs and access audits, aligning with enterprise hardening standards.
- Unified support operations across IT teams; overhauled workflows, improving incident response and reducing downtime.

AutomationDirect

Junior Desktop Support Specialist (August 2017 - December 2020)
- Deployed and configured centralized thin-client management system for 150+ devices, streamlining administrative overhead and improving patch compliance.
- Provided first and second-level support for Windows and Mac desktops, laptops, and peripherals, resolving hardware and software issues for 300+ end users.
- Managed hardware inventory and asset tracking, forecasting lifecycle needs to support budget planning and refresh cycles.

Technical Proficiencies

- **Container Orchestration**: Kubernetes
- **Virtualization & Containerization:** VMware ESXi/vCenter, Proxmox, and Docker
- **Operating Systems:** Windows (7, 10, 11, Server 2008–2025), Ubuntu (20.04–24.04)
- **Monitoring & Logging**: SolarWinds Orion and SigNoz
- **Scripting & Automation:** PowerShell, Bash, and Python

- **Storage:** Dell Unity and Data Domain
- **Cloud Platforms:** Azure, AWS
- **Identity & Access Management:** Active Directory, Entra ID (Azure AD), AWS IAM
- **Networking & Security**: Barracuda Load Balancer, and VPN, Cisco Duo MFA, VMware Carbon Black
- **ITSM & Change Management**: SolarWinds ServiceDesk, Jira Service Desk, and BMC RemedyForce

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Education & Relevant Certifications

Bachelor of Science (B.S.), Cloud Computing
Western Governors University, Jan 2025

- Azure Administrator Associate
- AWS Cloud Practitioner
- CompTIA Cloud+
- CompTIA Security+
- CompTIA Network+

- ITIL 4 Foundations
- LPI Linux Essentials
- CompTIA Project+
- Certified Kubernetes Administrator *(in progress)*

Personal Achievements

Eagle Scout - Boy Scouts of America