

# Joseph Hunter Gaumond

IT Professional // Denver CO

 (770) 648-4231  
 joseph@gaumond.io  
 joseph.gaumond.io  
 github.com/miimao

## EXPERIENCE

### Charter Communications Inc, Greenwood Village CO SYSTEMS ENGINEER

May 2023 - Present // **Reference** (*PreProd Team Lead*) **Brian Hoover** (*Ask for contact info*)

- Supported development teams Pre-Production Environment, this included Deployment and Testing of new software releases, Maintenance and Monitoring of all Post Billing Servers and Clusters (400+ Linux VM & 150+ Clusters) as well as working closely with the Development teams for troubleshooting issues and hotfixes in our environment.
- Developed numerous in house tools, these range from a completely dynamic Ansible inventory utilizing our IP Controller with a custom Tagging solution, On rails solutions to previously time intensive and highly error prone tasks, A CVE Scanning tool that can ingest reports and present its own broken down report, an API Wrapper for Cisco's PNR Software, numerous customized datadog checks for critical and legacy services, and a completely automated device provisioning tool used for large testing efforts
- Extensible Ansible playbook writing in conjunction with Development teams to streamline deployment processes.
- Kubernetes/Helm Deployments
- Team Lead for ArgoCD Migration Project. This entailed various Development work to tie in our existing applications to CICD pipelines in GitLab as well as implementing automated testing for post deployment service checking.

### Community Technology Services, Atlanta GA SYSTEM ADMINISTRATOR

September 2021 - 2023 March // **Reference** (*Founder/CEO*) **Ben Philips** 404-401-1305

- Supported 75+ Users Using the O365 and Azure Administration.
- Migration of clients from on prem to Azure/O365.
- Acted as Lead Escalation resource for the support team.
- Implemented automation for automatic tracking of issues reported from our network
- monitoring software to reduce misses and ensure we had good metrics for our clients.
- Developed other in house automation to reduce workload on the procurement team.
- Implemented a Knowledge base for the support team and developed policies to ensure its use.
- Design and implementation of Networking equipment for clients
- Administration of all company servers and Azure/O365 Environments.
- Ensured the support team was hitting SLAs and were following policy in regards to their daily duties.
- Performed Critical support for legacy software that clients no longer had the ability to access and restored access (Camera Systems, SQL Databases, AccessControl).

### The Home Depot, Smyrna GA REMOTE SUPPORT TECHNICIAN

February 2020 - August 2021

### Noble Systems Corporation, Dunwoody GA REMOTE SUPPORT TECHNICIAN

May 2017 - December 2020

## TECHNICAL SKILLS

Python, Bash, REST APIs, Git, Docker, Kubernetes, Ansible, Helm, Rancher, vSphere, DataDog, Terraform, ArgoCD

Linux Server Administration - Debian and Redhat

Windows Server Administration

Office 365/Azure Administration

HTML/CSS, SQL, Powershell, AWS, Esxi, Hyper-v, Proxmox, VMware

## CERTIFICATIONS

### CompTIA - A+

verify.CompTIA.org ZJ5VN7CNBGVQQ4SB

### CompTIA - Network+

verify.CompTIA.org MPSVQMDFRKR41M5F

### CompTIA - IT Fundamentals

verify.CompTIA.org NLRXMNWHLHEQ13GR

### MTA Network Fundamentals

verify.certipoint.com w9xWa-FMXD

## CODE PROJECTS

### CWManageLabelMaker

github.com/miimao/ConnectWise-Manage-Dymo-Label-Maker-Integration

### MU-Playlist-Maker

github.com/miimao/mu-Playlist-Maker

### MyMeterReads-API-to-CSV

github.com/miimao/MyMeterReads-API-to-CSV

### Custom-Integration (ConnectWise Manage and Domotz)

github.com/miimao/Custom-Integration