ANDREW DUNNE

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SUMMARY

Data Center IT Engineer and Infrastructure professional (CompTIA Security+) with hands-on experience managing, securing, and troubleshooting mission-critical data center infrastructure, virtualization platforms, and Linux/Windows server environments under strict 24/7 SLA coverage. Proven ability to execute system upgrades, maintain asset inventories, coordinate vendor escalations, and enforce security and compliance governance. Passionate about mentoring junior technicians and empowering local Washington communities.

CERTIFICATIONS & ACCOMPLISHMENTS

- CompTIA Security+ (SY0-701) | Active
- NVIDIA-Certified Associate: AI Infrastructure and Operations (NCA-AIIO) | In Progress
- PRCCDC Team Captain & Cyberops President | Collegiate Cyber Defense & DR/Hardening | 2025 – 2026
- FBI Teen Academy Graduate | Federal Cyber Operations & Intelligence | Oct 2024

SKILLS

- **Data Center & Virtualization:** Compute & Storage Infrastructure, KVM/QEMU (virsh), VMware Concepts, Docker Containers, Hardware Provisioning, L1-L3 Troubleshooting, OTDR & Fiber Testing.
- **Operating Systems & Networking:** Unix/Linux (Arch, Ubuntu, Alpine), Windows Server & Active Directory Hardening, Cisco IOS, Zero Touch Provisioning (ZTP), TCP/IP, VLANs, VPNs.
- **Operations, DR & Governance:** 24/7 On-Call SLA Response, Change Management, System Backups & Recovery (PXE/FOG), Asset Inventory Management, Patching & Compliance, Technical Documentation.
- **Security & Automation:** Access Control & Permissions, FIDO Hardware Auth, Firewalls (Palo Alto, WatchGuard, nftables), Python, Bash, PowerShell.

WORK EXPERIENCE

Data Center Field Technician, Akamai, Greater Seattle **July 2026 – Present**

- Manage, maintain, and troubleshoot high-availability data center compute, storage, and network infrastructure under a strict 24/7 on-call SLA coverage model, operating autonomously to resolve complex multi-platform issues.
- Plan, test, and execute hardware upgrades, firmware updates, and physical circuit deployments in strict compliance with change management procedures and security standards.
- Collaborate directly with third-party vendors, contractors, and internal engineering teams to manage escalations, coordinate maintenance, and enhance data center reliability.
- Maintain comprehensive inventory of all data center assets, system configurations, and rack/infrastructure mappings while providing automated and on-demand operational reports.

Manager, PC Repair Shop, Green River College, WA **Jan 2025 - June 2026**

- Directed daily technical operations, setting schedules, adhering to project deadlines, and providing technical training and mentorship to a team of junior technicians.
- Engineered and maintained automated system backup, recovery, and OS deployment pipelines utilizing the FOG Project (UEFI PXE boot, SATA/NVMe image capture) to ensure rapid disaster recovery and business continuity.
- Reviewed and enforced end-user accounts, system permissions, and access rights across Linux and Windows environments while maintaining detailed SOP documentation.

SOC Analyst, PISCES, Local Government Entities, WA **Jan 2025 - March 2026**

- Monitored infrastructure health and security telemetry across public-sector environments, responding to alerts and executing incident response within established SLAs.
- Evaluated firewall rules (Palo Alto, WatchGuard) and server logs, authoring detailed governance reports and collaborating with IT leadership on vulnerability remediation.

EDUCATION

Information Technology-Cybersecurity and Networking - BAS **Graduated June 2026**
Green River College

PROJECTS & COMMUNITY

- **Community Infrastructure Volunteer:** Configure Linux-based Zero Touch Provisioning (ZTP) servers (DHCP/TFTP/HTTP), wipe, and provision Cisco switches and routers to support local high school networking labs.
- **Virtualization & Secure Gateway Lab:** Administer headless KVM/QEMU virtual machines via virsh and SSH tunneling alongside a containerized Python/PostgreSQL environment and hardware-authenticated (nftables/Tailscale) Linux routing nodes.