

EMILIO NGUYEN

IT CLOUD ENGINEER

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STRENGTHS

- 👥 **Migration Leadership**
During directory modernization, staged readiness checks and pilot waves gave application owners confidence before each cutover.
- ⚙️ **Automation Mindset**
PowerShell and Python checks replaced repetitive reviews; peers sought these tools when patch evidence or inventory work became urgent.
- 👤 **Identity Stewardship**
Okta, Active Directory, and Azure AD work kept MFA, certificates, JML flows, and user access aligned through difficult service changes.
- 🔧 **Calm Troubleshooting**
A clear triage habit helped isolate DNS, replication, backup, and authentication faults, giving stakeholders useful answers during pressure.
- 👨‍🔧 **Operational Partnership**
Regular work with application owners, security teams, and help desks turned technical findings into practical actions and stronger service trust.

SKILLS

Windows Server Active Directory

Azure AD Okta SSO/MFA

Cloud Operations

Patch Automation

Migration Planning PowerShell

Python Bash

ITIL Change Management

Stakeholder Communication

SUMMARY

Cloud infrastructure engineer with 6+ years supporting **Windows Server** estates, hybrid AWS and **Azure** platforms, enterprise identity, migrations, observability, and service governance. Brings hands-on ownership across Active Directory, Azure AD, Okta SSO and MFA, Azure AD Connect, Linux, Nutanix, Rubrik, DNS, ClearPass, **certificates**, Docker, and cloud **connectivity**. Recent work supported 240 servers and more than 3,000 users through staged directory modernization, patch and vulnerability programs, backup validation, and production cutovers. PowerShell, Python, and Bash automation reduced repetitive work and improved evidence quality. Clear communication with application owners, security teams, help desks, and CAB partners keeps technical change practical, controlled, and aligned with reliable customer service.

EXPERIENCE

Senior Cloud Infrastructure Engineer

Blue Ridge Digital Services 📅 January 2025 - Present 📍 Arlington, VA

Leads hybrid infrastructure operations across 240 Windows and Linux servers, AWS, Azure, colocation facilities, identity services, observability, automation, and controlled migration work. Partners with application owners and security leaders on service health, risk, lifecycle planning, and dependable production delivery.

- Owned patching SLAs, **vulnerability remediation**, **capacity planning**, and lifecycle reviews across a 240-server estate, aligning maintenance windows with application validation and service continuity.
- Directed staged **Active Directory** and Azure AD modernization through dcdiag, repadmin, GPO, OU, trust, LAPS, and NTLM reviews, creating readiness gates and rollback criteria before pilot waves.
- Managed **Okta-AD** and Okta-**Azure AD** integrations for more than 3,000 users, covering agent upgrades, MFA policies, certificates, JML workflows, UPN planning, and live authentication checks.
- Built PowerShell and Python tooling for patch orchestration, configuration checks, inventory collection, and Jira evidence capture, reducing operator effort and strengthening audit traceability.
- Expanded Prometheus, Grafana, and Splunk dashboards with tier-1 alerts, SLO views, and **on-call playbooks**, giving service owners clearer signals during incidents and quarterly reviews.
- Governed cloud and data-center cutovers through RFCs, CAB review, canary waves, checkpoint validation, CMDB updates, PIRs, and versioned runbooks, protecting rollback options and ownership clarity.

Cloud Systems Engineer

HarborPoint Health Systems 📅 September 2022 - December 2024 📍 Baltimore, MD

Managed Windows and Linux workloads across cloud and legacy data-center environments, combining migration planning, identity support, backup operations, monitoring, network dependencies, and documentation. Worked with infrastructure, security, application, and service teams on safer releases and recoverable operations.

- Administered approximately 185 Windows Server workloads and supporting Linux systems, coordinating maintenance windows, remediation queues, and application validation with infrastructure and security teams.
- Improved Azure and **AWS** landing zones through IAM roles, virtual machines, **storage**, network connectivity, tagging, and cost reviews, giving shared services clearer ownership and spend visibility.

Troubleshooting

Infrastructure as Code

Backup and Disaster Recovery

LANGUAGES

English Native

Vietnamese Proficient

MY CAREER



- Senior Cloud Infrastructure Engineer at Blue Ridge Digital Services (1.6 Years)
- Cloud Systems Engineer at HarborPoint Health Systems (2.2 Years)
- Systems Administrator at Cedarline Technology Group (2.4 Years)

- Planned legacy data-center application moves into Azure by cataloging LDAP, Kerberos, SPNs, file and **print ACLs**, DNS dependencies, and recovery needs before pilot execution.
- Operated **Rubrik** backup policies and quarterly restore exercises, recording evidence, exceptions, recovery steps, and service-owner signoff for critical workloads.
- Created Bash and PowerShell checks for DNS, DHCP, replication, certificate expiration, patch status, and backup health, routing actionable findings through Jira for faster resolution.
- Supported ClearPass and **printer authentication** integrations while maintaining network diagrams, DR playbooks, standard operating procedures, and monthly **system inventory** reports.

Systems Administrator

Cedarline Technology Group 📅 March 2020 - August 2022 📍 Richmond, VA

Supported mixed Windows Server, Linux, **Nutanix**, and AWS operations for more than 120 servers. Delivered incident triage, patch validation, identity administration, **monitoring**, authentication support, change records, and workload transitions under senior engineering guidance.

- Supported Windows Server, Linux, Nutanix, and AWS infrastructure for 120-plus servers, using documented triage and escalation paths to restore services and reduce repeat incidents.
- Automated Windows patch validation and configuration reporting with PowerShell, exposing failed installations and maintenance exceptions before they affected business services.
- Maintained Active Directory users, groups, OUs, GPOs, trusts, DNS records, and service accounts, applying least-privilege controls and separation of administration.
- Assisted Okta **SSO** onboarding, Azure AD Connect troubleshooting, **MFA** enrollment, certificate renewals, and application authentication testing with senior engineers and service owners.
- Configured **Prometheus**, **Grafana**, and Splunk monitors for compute, storage, authentication, and backup signals, then converted recurring alerts into runbook-backed response steps.
- Prepared RFCs, implementation plans, test evidence, rollback procedures, CMDB updates, and post-change notes for infrastructure releases and Nutanix workload transitions.

PROJECTS

Hybrid Directory Migration Program 📅 2025

Built a relationship-led migration approach with identity, application, help desk, and security partners. Used readiness checks, scoped pilots, replication validation, authentication monitoring, rollback gates, CMDB updates, and post-implementation reviews for controlled wave delivery.

Cloud Recovery and Cost Control 📅 2024

Connected cloud, backup, and application owners around shared recovery goals. Combined Azure and AWS workload reviews with Rubrik restore tests, IAM checks, storage analysis, tagging, and service evidence for clearer risk and cost decisions.

Observability Operating Model 📅 2023

Worked with service owners to turn monitoring into a shared operating habit. Created Prometheus, Grafana, and Splunk dashboards, SLO views, alerts, on-call playbooks, and health reporting for production teams.

LEADERSHIP & AWARDS

- Infrastructure Reliability Recognition, Blue Ridge Digital Services, 2025
- Systems Operations Excellence Award, HarborPoint Health Systems, 2024
- George Mason University Information Technology Scholarship, 2019
- Cloud Infrastructure Knowledge Group Facilitator, Blue Ridge Digital Services, January 2025 - Present

EDUCATION

Bachelor's Degree in Information Technology

George Mason University 🎓 GPA: 3.7 📅 2019 📍 Fairfax, VA

Coursework: Systems administration, cloud computing, cybersecurity, database management, network engineering

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate 📅 2024

- ITIL 4 Foundation 📅 2023
- AWS Certified Cloud Practitioner 📅 2022

TECHNICAL SKILLS

- **Windows Administration:** Windows Server, PowerShell, Group Policy
- **Identity Platforms:** Active Directory, Azure AD, Azure AD Connect
- **Okta Security:** Okta agents, SSO, MFA
- **Cloud Platforms:** AWS, Azure, GCP
- **Cloud Infrastructure:** IAM, virtual machines, storage
- **Network Services:** DNS, DHCP, network connectivity
- **Monitoring and Logging:** Prometheus, Grafana, Splunk
- **Backup and Recovery:** Rubrik, disaster recovery, restore testing
- **Virtualization Systems:** Nutanix, compute, lifecycle planning
- **Automation Languages:** PowerShell, Python, Bash
- **Containers and IaC:** Docker, Terraform, infrastructure as code
- **Directory Migration:** dcdiag, repadmin, GPO
- **Authentication Services:** LDAP, Kerberos, SPNs
- **Change Governance:** ITIL, RFC, CAB
- **Operations Records:** Jira, CMDB, runbooks

PROFESSIONAL AFFILIATIONS

- Volunteer Mentor, Capital Region Technology Career Network, 2023 - Present
- George Mason University Cybersecurity Club Member, 2017 - 2019
- Cloud Infrastructure Knowledge Group Facilitator, Blue Ridge Digital Services, 2025 - Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST