

Joshua Ho

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SUMMARY

Dynamic IT professional with over 9 years in infrastructure and data center operations. Expertise includes designing, building, and deploying server and cloud solutions through virtualization technologies and effective security measures. Adept at delivering high-quality infrastructure services that align with business objectives. Recognized for problem-solving skills and ability to foster stakeholder engagement by communicating complex technical concepts clearly. Strong focus on collaboration allows seamless project execution with cross-functional teams. Committed to staying ahead of technology trends, ensuring alignment between businesses' needs and the evolving IT landscape.

EXPERIENCE

Solutions Engineer – Data Center Services

June 2020 - Present

Tech Innovations LLC

Remote

As a key member of the Solution Delivery team, responsible for leading design, build, and deployment of data center solutions. Collaborates with architects to ensure functional specifications integrate smoothly with existing systems, driving operational efficiency and quality.

- Directing design and deployment efforts for HCI infrastructure, focusing on optimization using VMware and Nutanix.
- Collaborating closely with cross-functional teams to develop integration specifications, enhancing operational workflows.
- Crafting enterprise-wide backup strategies to safeguard data integrity while adhering to compliance standards.
- Generating detailed testing frameworks, validating service performance pre-deployment, effectively reducing downtime.
- Resolving critical issues as a Level 3 escalation point, promoting knowledge transfer to operational teams.
- Facilitating IT staff training sessions on emerging technologies and updated security protocols, enriching team proficiency.

Senior Infrastructure Engineer

March 2016 - May 2020

Data Solutions Inc.

Nashville, TN

Provided extensive experience in managing and enhancing server hardware utilization and virtualization strategies, prioritizing security enhancements across cloud and on-premise environments.

- Spearheaded server management initiatives, optimizing resource allocation and improving utilization metrics significantly.
- Formulated and enacted robust security hardening processes to mitigate risks associated with vulnerabilities.
- Administered Active Directory settings, facilitating better access control while enhancing overall organizational security.
- Streamlined change management practices in collaboration with ITSM, markedly decreasing change-related incidents.
- Authored comprehensive technical documentation, aligning with principles of IT architecture and best practices.
- Evaluated cutting-edge technology solutions, advising upper management on procurement decisions aligned with strategic goals.

Infrastructure Engineer

January 2014 - February 2016

Cloud Solutions Group

Charlotte, NC

Focused on supporting diverse server environments through deployment and management tasks, ensuring peak performance and operational reliability.

- Orchestrated Linux and Windows server setups contributing to optimal functionality and stability.
- Played an integral role in transitioning IT infrastructure services to cloud-based platforms, easing migration impact.
- Performed system evaluations, innovating improvements to boost operational efficiencies across configurations.
- Crafted durable procedural documents for support teams, ensuring application of consistent operational practices.
- Engaged continually within professional development spheres, refining expertise amid shifting technological landscapes.
- Collaborated creatively with project managers to outline scopes and timeframes, assuring timely delivery of projects.

LEADERSHIP & AWARDS

- Recognition Award for Outstanding Performance in Infrastructure Deployment at Tech Innovations LLC
- IT Excellence Award from Data Solutions Inc. for Leadership in Security Initiatives

EDUCATION

Bachelor's Degree in Information Technology

2014

Georgia State University GPA: 3.8

Atlanta, GA

Coursework: Database Management, Network Security, Cloud Computing, Systems Analysis

CERTIFICATIONS

- VMware Certified Professional (VCP) 📅 2021
- ITIL Foundation Certificate 📅 2022
- Microsoft Certified: Azure Administrator Associate 📅 2023

TECHNICAL SKILLS

- **Virtualization Platforms:** VMware, Nutanix AHV, Microsoft Hyper-V
- **Operating Systems:** Windows Server 2016-2025, Red Hat Linux, Ubuntu
- **Storage Solutions:** Dell VxRail, HPE Greenlake, Cisco UCS
- **Backup Solutions:** Commvault, Veeam, Rubrik
- **Network Management:** DNS, DHCP, Active Directory
- **Security Protocols:** Firewall Configuration, Server Hardening, Security Audits
- **ITSM Tools:** ServiceNow, JIRA, Cherwell
- **Virtual Desktop Technologies:** Horizon View, Citrix, M365 DaaS
- **Monitoring Tools:** Nagios, SolarWinds, Prometheus
- **Documentation Standards:** ISO Standards, ITIL Practices, Operational Guidelines

SKILLS

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|-----------------------------------|-------------------------------|-------------------------------|----------------------------|
| • Data Center Management | • Cloud Services (AWS, Azure) | • Enterprise Backup Systems | • Problem Solving Skills |
| • Virtualization Technologies | • ITIL/ITSM Practices | • Server Hardware Management | • Configuration Management |
| • Active Directory Administration | • Project Management | • Windows Server OS | • Change Management |
| • Infrastructure Security | • Technical Documentation | • Linux System Administration | • Communication Skills |

PROFESSIONAL AFFILIATIONS

- Member of the Information Technology Infrastructure Library (ITIL) User Group
- Active participant in local cybersecurity meetups and workshops

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST