

SHIMRON GILL

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PORTFOLIOS

- <https://www.shimron.gillsutd.com>

PROFILE

IT Systems & Operations Engineer with 5+ years of experience in systems administration, server hardware management, cloud, virtualization, and data center operations. Skilled in designing, implementing, and maintaining robust IT infrastructures, optimizing performance, and ensuring seamless integration across multiple platforms. Thrives under pressure, delivering mission-critical solutions that enhance scalability, reliability, and operational efficiency.

TECHNICAL SKILLS

- **Cloud & Virtualization:** VMware, AWS, software deployment, automation & scripting, virtualization lifecycle management
- **Operating Systems:** Windows, Linux, macOS, multi-platform integration
- **Data Center & Infrastructure Management:** Server/network hardware, monitoring, performance optimization, configuration management, high-availability systems
- **Networking & Cabling:** Structured/low-voltage cabling, network setup, troubleshooting, network reliability optimization
- **Scripting & Automation:** Python, PowerShell, Bash, HTML
- **Documentation & Standardization:** Infrastructure documentation, process optimization, IT policies and compliance

EMPLOYMENT HISTORY

SYSTEM TEST TECHNICIAN 06/2025 to Current
Kelly Services, Georgetown, TX, United States

- Configured and validated 100+ test servers weekly for engineering teams.
- Executed scripted tests and firmware/software updates across 50+ test cycles, resolving 90% of hardware/software issues.
- Performed 5–10 hardware-level repairs weekly, reducing device downtime by 30%.

LAB SUPPORT ENGINEER 01/2023 to 11/2024
Kforce Inc, Round Rock, TX, United States

- Managed lab infrastructure with 99%+ uptime, supporting server deployments and automation scripts that cut manual workloads by 30%.
- Monitored and troubleshooted network/infrastructure issues, improving system reliability and reducing outages.
- Delivered end-to-end support for server hardware/software deployments with minimal disruption.

SYSTEMS ADMINISTRATOR 03/2021 to 08/2022
Texas Health & Human Services Commission (HHSC), Austin, TX, United States

- Coordinated 40–60 MDS assessments weekly, supporting 50+ users for compliance and accuracy.
- Optimized Microsoft Access database, improving data accuracy by 20% and usability across 3+ departments.
- Implemented backup plan for 100+ employees, eliminating data-loss incidents and improving reliability by 30%.

IT SERVICE DESK ANALYST 01/2021 to 02/2021

IronOrbit, Remote

- Handled 40–60 calls daily, documenting inquiries and maintaining 95%+ customer satisfaction.

DESKTOP & NETWORK SUPPORT COORDINATOR 11/2019 to 04/2020

CyberCoders, Alameda, CA, United States

- Resolved hardware/software support requests with 90% first-contact resolution.
- Managed concurrent projects, ensuring deadlines and deliverables were met.

ENGINEER LAB ADMINISTRATOR 10/2018 to 10/2019

EmrCpr, Global IT, Sunnyvale, CA, United States

- Configured and upgraded routers/switches, reducing network downtime by 90%.
- Deployed and maintained 50+ VMs on VMware ESXi; maintained PDU/KVM infrastructure.

IT DESKTOP TECHNICIAN 07/2018 to 10/2018

EmrCpr, Global IT, Fremont, CA

- Managed 40–60 desktop disconnects and reconnects per week with minimal downtime.
- Racked and stacked servers, routers, switches, and 150+ structured cables with cameras and speakers to support network performance.

EDUCATION

Bachelor of Science : Computer Information Systems, 06/2025

Texas A&M University - Central Texas - Currently Enrolled

College Coursework Completed : Computer Science, 07/2022

Texas State University - San Marcos

Earned 9 credit hours.

College Coursework Completed : Information Technology, 11/2020

Arizona State University

Earned 25 credit hours.

CERTIFICATIONS

- CompTIA A+ (Valid through August 2026)
- CompTIA Network+ (Valid through August 2026)