

# Kyle Godinho

System Administrator

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<https://gitlab.kgodinho.com/kgodinho>

Detail-oriented IT professional with 5 years of progressive experience in Linux systems administration and cloud operations. Proven track record of leading technical teams, implementing automation solutions, and serving as a trusted escalation point across organizations. Demonstrates strong analytical problem-solving skills and ability to manage complex technical environments while maintaining high service levels. Known for quickly mastering new technologies and driving operational improvements.

## Areas of Expertise

<b>Systems:</b>	Linux (CentOS, Ubuntu), Windows Server, Cloud Platforms
<b>Networking:</b>	TCP/IP, DNS, DHCP, VLANs, Routing, Network Security
<b>Tools:</b>	Ansible, Python, Bash, SQL, Git, Splunk, Zabbix, Graylog, JIRA, Confluence
<b>Monitoring:</b>	Infrastructure Monitoring, Log Analysis, Performance Optimization
<b>Leadership:</b>	Team Management, Project Planning, Process Improvement, Technical Documentation

## Professional Experience

**iboss, Boston, MA**

**June 2021 — January 2025**

### **Linux NOC Technician Team Lead (May 2022 — January 2025)**

Led NOC team as primary escalation point, overseeing critical issues and directing appropriate actions. Coordinated troubleshooting efforts by analyzing logs and alerts to assess impact and severity, escalating issues as required. Implemented customer notifications with standard messaging protocols. Developed Ansible playbooks and Python scripts to automate tasks, reducing manual errors. Documented procedures for handling alerts and complex tasks to streamline operations. Constructed SQL queries to extract and analyze data across multiple tables, aiding in informed decision-making.

- Achieved up to 50% reduction in time spent on repetitive tasks through effective use of Ansible playbooks and Python scripting.

### **Cloud Infrastructure Engineer (February 2022 — May 2022)**

Enhanced global infrastructure by planning and executing server capacity expansions at Points-of-Presence. Troubleshot and remediated complex software, hardware, and network issues. Led project planning and implementation for infrastructure improvements, emphasizing cost efficiency while adhering to strict deadlines. Installed and configured CentOS Linux servers, optimizing system performance and reliability. Maintained system availability and security through regular monitoring and updates.

- Spearheaded infrastructure projects that resulted in significant cost savings and improved system performance.

### **Linux NOC Technician (June 2021 — February 2022)**

Monitored network operations and resolved technical issues to ensure uptime and optimal system performance. Managed support tickets from client support team, systematically diagnosing and addressing backend product issues. Used internal tools for deploying, upgrading, and migrating customer assets. Collaborated with team members to improve system efficiency and reduce downtime. Ensured adherence to established processes and standards while maintaining detailed documentation of all operations and updates.

- Enhanced team productivity by developing standard operating procedures, leading to a reduction in average resolution time.

**Voya Financial, Windsor, CT**

**May 2019 — December 2019**

### **IT Information Security Intern**

Utilized Splunk for triaging security alerts, escalating cases in accordance with standard operating procedures when necessary. Developed and documented new processes within standard work documents. Triaged phishing emails, efficiently responding to initial reporters and escalating issues as required. Assisted in cybersecurity investigations, leveraging analytical skills to support root cause analysis and remediation strategies.

- Played a key role in optimizing Splunk alerts, resulting in improved monitoring efficiency and more security coverage.

# Education

**M.S. in Computer Science**, University of Massachusetts Amherst (2019-2021)

**B.S. in Computer Science**, University of Massachusetts Amherst (2015-2019)

# Certifications

**CompTIA Security+**, CompTIA (March 2025)

# Professional Lab Environment

## Production-Grade Homelab

- Manages multi-node Proxmox cluster with enterprise-grade services including AD, DNS, DHCP
- Implements comprehensive monitoring using Graylog SIEM, Zabbix, and custom dashboards
- Maintains CI/CD pipeline for infrastructure automation using GitLab and Ansible
- Hosts personal portfolio and development environment on self-managed VPS