
SHIMRON GILL

Round Rock, TX 78665 ♦ (512) 576-3252 ♦ shimron.gill@icloud.com
♦ WWW: <https://linkedin.com/in/shimrongill> | <https://github.com/sgill3077>

PORTFOLIOS

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

PROFILE

IT Systems & Operations Engineer with 5+ years of experience supporting enterprise infrastructure, including systems administration, server hardware, virtualization, and data center operations. Experienced in designing, deploying, and maintaining highly available IT environments across Linux and Windows systems. Skilled in performance optimization, infrastructure monitoring, troubleshooting complex production issues, and ensuring system reliability, scalability, and operational efficiency in mission-critical environments.

TECHNICAL SKILLS

Cloud & Virtualization: VMware ESXi and AWS for virtual environment management

Scripting & Automation: Python, PowerShell, Bash, and HTML to automate tasks, streamline workflows, and improve system efficiency

Documentation & Standardization: Creating infrastructure documentation, optimizing processes, and ensuring IT policies and compliance

Operating Systems: Windows Server, Linux (Ubuntu, CentOS, RHEL), macOS

Networking & Cabling: Structured/low-voltage cabling, router & switch configuration, network troubleshooting, VPN & remote access

Data Center & Infrastructure Management: Server/network hardware, monitoring, performance optimization, and configuration management

EMPLOYMENT HISTORY

System Test Technician, 06/2025 - 02/2026

Kelly Services – Georgetown, TX

- Configured, validated, and documented over 50 Linux and Windows test servers weekly for engineering teams, ensuring readiness, compliance, and consistent test environment availability.
- Executed automated scripted testing and coordinated firmware/software updates across 50+ test cycles, resolving roughly 90% of hardware and software issues before escalation to engineering.
- Performed 5–8 board-level and component-level hardware repairs weekly, reducing device downtime by roughly 30% and extending overall equipment service life.

Lab Support Engineer, 01/2023 - 11/2024

Kforce Inc – Round Rock, TX

- Maintained 99%+ uptime for lab infrastructure, supported server provisioning, automation initiatives, and reduced manual tasks while ensuring reliable, and consistent system operations.
- Proactively monitored, diagnosed, and resolved network, server, and infrastructure issues, improving stability, minimizing outages, and enhancing performance across lab environments.
- Provided full lifecycle support for server hardware and software deployments, ensuring smooth implementation, minimal downtime, and reliable operation across all systems.

Systems Administrator, 03/2021 - 08/2022

Texas Health & Human Services Commission (HHSC) – Austin, TX

- Administered and supported enterprise regulatory applications (including MDS systems) for 50+ users, maintaining 99%+ system availability and reporting requirements.

- Provided technical application support and troubleshooting for 50+ staff members, resolving 90% of system issues and improving overall user productivity.
- Assisted with IT asset and equipment inventory management, tracking 100+ devices and supporting lifecycle management of IT resources to improve operational planning and accountability.
- Partnered with developers and technical teams to support reporting requirements, improving data accessibility and accuracy across multiple regulatory systems.

IT Service Desk Analyst, 01/2021 - 02/2021

IronOrbit – Remote

- Provided technical support for 40–60 users daily, accurately documenting issues and implementing solutions that maintained 95%+ customer satisfaction.

Desktop & Network Support Coordinator, 11/2019 - 04/2020

CyberCoders – Alameda, CA

- Achieved 90% first-contact resolution for hardware and software issues, enhancing system reliability and user satisfaction.
- Oversaw concurrent IT initiatives, maintaining project schedules, tracking deliverables, and ensuring successful implementation across teams.

Engineer Lab Administrator, 10/2018 - 10/2019

EmrCpr, Global IT – Sunnyvale, CA

- Configured and upgraded routers and switches across lab environments, reducing network downtime by 90% and improving reliability for development and testing teams.
- Deployed and maintained 50+ virtual machines on VMware ESXi, optimizing resource utilization and ensuring consistent performance for engineering workloads and simulations.

IT Desktop Technician, 07/2018 - 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.

CERTIFICATIONS

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

EDUCATION

Bachelor of Science: Computer Information Systems, Expected in 06/2028

Texas A&M University - Central Texas - Online

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 - Online

Earned 25 credit hours.