JONATHAN NGUYEN

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PROFESSIONAL SUMMARY

Systems Engineer with 10+ years of enterprise infrastructure experience spanning military, entertainment, and freelance environments. Proven expertise in designing and implementing scalable cloud solutions on AWS, managing VMware virtualized environments, and configuring enterprise network infrastructure. Demonstrated success in maintaining 99.9% system availability across mission-critical environments while ensuring compliance with security frameworks including DoD standards and ISO-equivalent protocols. Currently pursuing MS in Software Engineering with AWS Solutions Architect and Security+ certifications. Strong background in Infrastructure as Code, container orchestration, and cross-platform system administration supporting both in-house and vendor-based applications.

• Enterprise Infrastructure Design	• Network Administration & Security	• VMware Virtualization
• AWS Cloud Architecture	• Infrastructure as Code (Terraform)	• Container Orchestration
• Compliance & Security Frameworks	• System Monitoring & Optimization	• Technical Leadership

TECHNICAL COMPETENCIES

Cloud & Infrastructure: AWS (EC2, S3, VPC, RDS, CloudFront), VMware vSphere/ESXi, Terraform, Infrastructure as Code

Network Administration: Cisco/Unifi enterprise networking, VLAN configuration, TCP/IP, DNS, DHCP, VPN implementation

Virtualization & Containers: VMware virtualization, Docker containerization, Kubernetes evaluation, service orchestration

Security & Compliance: DoD security standards, ISO 27001-equivalent frameworks, network security, access controls

Monitoring & Automation: Prometheus/Grafana, Splunk SIEM, automated deployment pipelines, system optimization

Operating Systems: Linux (RHEL/Ubuntu), Windows Server, macOS enterprise management, cross-platform administration

PROFESSIONAL EXPERIENCE

Freelance Work | Orange County, CA   2015 – Present

Systems Engineer - Enterprise Infrastructure

- Architected enterprise-grade home network infrastructure implementing VLAN segmentation, zero-trust security principles, and centralized management using UniFi Controller ecosystem, supporting 12+ wireless access points across multiple zones with 99.99% uptime
- Designed and deployed highly available storage solution with 3 Network-Attached Storage (NAS) units featuring automated offsite backups, secure VPN access, and containerized service deployment, achieving 100% data resiliency and 80% reduction in infrastructure provisioning time
- Implemented Infrastructure as Code using Terraform for AWS resource provisioning, reducing infrastructure management overhead by 70% and enabling consistent, repeatable deployments across development and production environments
- Deployed comprehensive monitoring stack using Prometheus and Grafana for real-time infrastructure observability, reducing mean time to repair (MTTR) by 50% through proactive issue detection and automated alerting systems
- Established secure remote access infrastructure using OpenVPN with certificate-based authentication, enabling secure administration of distributed systems while maintaining compliance with enterprise security standards

Disney Parks, Experiences and Products | Anaheim, CA   2018 – Present

Electronics Technician - Infrastructure Systems

- Managed enterprise virtualized environment using VMware vSphere supporting 15+ mission-critical attraction systems, achieving 98%+ operational availability through systematic monitoring and proactive maintenance protocols
- Implemented network performance optimization through advanced load balancing, Quality of Service (QoS), and traffic shaping configurations on Palo Alto enterprise firewalls, resulting in 18% latency reduction and 10% reliability improvement for trackless vehicle fleet communication
- Deployed Splunk SIEM integration with Slack for automated real-time monitoring and incident response, improving attraction availability by 12% and reducing emergency response time by 20% for Star Wars: Galaxy's Edge and Mickey's Toontown attractions
- Developed JavaScript automation scripts for large-venue projector initialization and testing processes, eliminating 75% of manual configuration time and saving approximately 3,000 work hours annually across Mickey and Minnie's Runaway Railway project

- Collaborated with Walt Disney Imagineering on infrastructure requirements and technical specifications, ensuring seamless integration of new technologies and contributing to on-schedule project delivery for pioneering attraction systems

United States Navy | Seoul, Republic of Korea; Jacksonville, Florida   2008 – 2014

Information Systems Technician - Senior Systems Administrator

- Architected and maintained high-availability virtualized infrastructure supporting 450+ users across 4 geographical sites, implementing redundant systems and achieving 99.9% uptime for mission-critical applications serving Commander, US Naval Forces Korea operations
- Administered enterprise Active Directory environment managing 500+ user accounts and security policies, executing seamless domain migration with zero service interruption while maintaining strict DoD security compliance requirements
- Implemented automated system health monitoring for 30+ critical IT systems using custom PowerShell scripts and DoD-approved monitoring tools, reducing system downtime by 45% and improving mean time to repair by 30% across distributed infrastructure
- Led infrastructure modernization project managing team of 6 technicians, completing ship's network upgrade 2 months ahead of schedule and $50,000 under budget while maintaining operational security requirements
- Configured and maintained Defense Information Systems Agency (DISA)-approved security policies on enterprise firewalls and intrusion detection systems, achieving zero security breaches during multiple deployment cycles

United States Navy | Yokosuka, Japan   2004 – 2008

Electronics Technician - Network Operations Specialist

- Maintained and troubleshot 30+ mission-critical information technology systems including navigation systems, surface search radar sets, satellite communications, and computer controllers valued at over $15M, ensuring 99% operational readiness
- Supervised and trained 30+ technicians in enterprise system maintenance, preventative maintenance protocols, and advanced troubleshooting procedures for complex electronic systems including power distribution, communications, and navigation equipment
- Performed advanced diagnostics and repair using specialized test equipment including spectrum analyzers, network analyzers, and oscilloscopes, maintaining strict operational standards and regulatory compliance requirements
- Coordinated technical support operations with international military partners (Indian, Singaporean, Japanese, and Australian forces) in demanding operational environments, demonstrating cross-cultural communication and technical leadership capabilities

PROJECTS

Enterprise Cloud Infrastructure | 2024

- Designed and implemented highly available static website infrastructure using AWS S3, CloudFront, and Route 53, requiring secure content delivery and scalable architecture, by developing Infrastructure as Code with Terraform and implementing automated CI/CD pipelines with Jenkins, resulting in 90% reduction in deployment time and 99.9% system availability
- Enhanced security posture implementing AWS Certificate Manager for HTTPS encryption, Origin Access Control for S3 bucket protection, and comprehensive DNS management, achieving enterprise-grade security standards and zero security incidents

Home Lab Enterprise Network | 2023-Present

- Architected enterprise-grade network infrastructure featuring VLAN segmentation, zero-trust security framework, and Infrastructure as Code deployment using Terraform and Ansible, supporting development and production environments with enterprise-level monitoring and observability

EDUCATION & CERTIFICATIONS

Master of Science, Software Engineering | Expected Graduation 2027 | California State University Fullerton

Amazon Web Services (AWS) Certified Solutions Architect – Associate | 2024

CompTIA Security+ Certified | 2023

Bachelor of Arts, Business Administration | 3.87 GPA | California State University Fullerton