

# Mick DeLaCruz

## Active Public Trust Clearance

Kyle, Texas • 512-781-3571 • [Email](#) • [LinkedIn](#)

A meticulous Systems Administrator with over 2 years of experience enhancing, designing and implementing server infrastructure operations across Linux, Windows and cloud platforms to optimize business functions. Passionate about adding value to organizations, automation, and putting plans into practice with a strong desire for professional growth.

### WORK EXPERIENCE

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#### IT Operations Engineer

July 2025-Current

Peddle, LLC – Austin, TX

Responsible for managing systems that control user access according to role-based access models and least privilege principles to ensure system security and integrity within the organization.

- Experience with user onboarding, offboarding, and Google Workspace administration through automation and API calls.
- Manage access control for over 400 users and groups across 200+ applications in Okta through SCIM provisioning.
- Provide end-user support for macOS and Windows devices, printers, scanners, Unifi products, and workstation peripherals.
- Conduct user and license audits for application platforms.
- Manage phone numbers and studio flows within Talkdesk.
- Successfully migrated over 100 offshore email domains to the corporate (EPO) domain to centralize administration and enhance security.
- Creates and maintains technical documentation to support IT processes, best practices, and knowledge sharing.

#### IT Administrator I // IT Service Management Specialist II

Dec 2024-July 2025

ASM Research // Accenture Federal Services, DOEd - San Antonio, TX

Responsible for continuously maintaining, monitoring, and troubleshooting automated, data-intensive Java applications for government services, while supporting production environments and ensuring efficient execution of long-running Java Batch jobs.

- Experienced with CI/CD tools like Ansible Automation Platform, Jenkins, and GitLab for architectural and operational management.
- Provided tier 2 Operational support for Java Batch applications, such as troubleshooting and resolving production issues in a timely manner.
- Performed daily incident management and resolved day to day problems raised by testers and incidents logged via Splunk Server and monitoring system..
- Assisted in managing Linux-based infrastructure and services provided by Amazon Web Services.
- Performed root cause analysis on batch job failures and implemented corrective actions to prevent recurrence.
- Participated in on-call rotation to provide 24/7 support for critical production systems.

#### System Administrator - Internship

Apr 2023-Dec 2024

Quest Logic Solutions - Riverdale Park, MD (Remote)

Responsible for the maintenance, configuration, and reliable operation of computer systems and servers. Research and develop solutions to continuously improve and keep up with the business needs while documenting.

- Experienced joining Linux and Windows OS to Active Directory.
- Configured firewall/ufw rules to harden Linux systems for enhanced security.
- Edited system configuration files in Linux; network settings, service configuration files, crontab.
- Understanding of TCP/IP and network protocols.
- Provisioned Linux Servers, Windows Servers, and Windows clients.
- Managed Active Directory and GPO.
- Created documentation, user guides, diagrams and SOPs as needed.

### EDUCATION & CERTIFICATIONS

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<b>Vanderbilt University</b> Advanced Prompt Engineering	Issued October 2025
<b>Google</b> IT Support Professional	Issued January 2025
<b>edX Verified</b> Linux Commands and Shell Scripting	Issued September 2024
<b>Amazon Web Services</b> CLF-C02 Certified Cloud Practitioner	Issued June 2024
<b>Texas State University-San Marcos, TX</b> Bachelor of Science, Biology	Graduated December 2020

## SKILLS & OTHER

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**Networking:** DNS, DHCP, HTTP/HTTPS, TCP/UDP, SSH, LDAP, Samba/SMB, SSSD

**Operating Systems:** Windows, Windows Server, CentOS, RHEL, Ubuntu, macOS

**Containerization:** Kubernetes, Docker, OpenShift

**Cybersecurity:** OS Hardening, Firewall Management, SSO Management, Okta Identity Management

**Windows:** Active Directory, Group Policy/GPO, FSMO roles, WorkGroups

**Monitoring and Logging:** Splunk Server, Dynatrace

**Config Management:** Ansible Automation Platform, GitLab, Jenkins

**Automation:** Tray.io, SCIM Provisioning, Azkaban Workflow Scheduler, Apache Airflow

**Databases:** Oracle SQL Developer, MySQL, PostgreSQL, Greenplum

**AWS:** EC2, S3, Amazon Linux, SQS, RDS, Lambda

**Administration:** Linux Server Administration, Google Workspace Administration

**API:** AWS API Gateway, Okta API Integrations