

Jeffrey Yeung

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SUMMARY

IT professional with experience administering Linux and Windows server environments, networking services, monitoring platforms, and infrastructure technologies in both production and lab environments. Skilled in Active Directory, Group Policy, Docker, DNS, VPNs, MariaDB, backups, and system monitoring, with a strong foundation in troubleshooting, documentation, and infrastructure operations. Seeking to contribute systems administration, networking, and infrastructure expertise within a systems engineering or infrastructure operations team.

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: CompTIA A+, Network+, Security+

Operating Systems: Linux (Ubuntu, Debian), Windows 10/11, Windows Server, Proxmox

Infrastructure & Virtualization: Proxmox VE, VM Provisioning, Docker, Active Directory, Group Policy, DNS, TCP/IP, HTTP/HTTPS, SMTP, SSH, RDP, VPNs, Nginx, Apache, MariaDB/MySQL

Monitoring & Operations: Grafana, Prometheus, Node Exporter, Log Analysis, System Monitoring, Incident Troubleshooting, Backup & Recovery

Tools & Platforms: Python, PowerShell, Flask, Jira, Plesk, Acronis Cyber Protect, Microsoft 365, Google Workspace

WORK EXPERIENCE

Server Support Specialist

IONOS Inc. | Nov 2024 – Present

- Administer and troubleshoot Linux and Windows virtual and dedicated servers, supporting web hosting, DNS, mail services, SSL certificates, Plesk administration, and network connectivity in hosting environments.
- Resolve server, networking, authentication, and application incidents by analyzing logs, diagnostics, and system performance data while maintaining SLA expectations
- Coordinate with Tier 2 infrastructure teams on complex Linux, Windows, networking, and hosting incidents, providing diagnostic data, issue reproduction steps, and escalation support.
- Document customer environments, troubleshooting procedures, diagnostic findings, and incident resolutions to improve operational knowledge and service reliability.

ADDITIONAL EXPERIENCE

Health Federation of Philadelphia | Patient Engagement Specialist | Mar 2024 – Oct 2024

- Support 1,700+ users with application onboarding, troubleshooting, and account access while maintaining accurate documentation.

EDUCATION

Community College of Philadelphia – A.S. Computer Science | 2018 – 2021

PROJECTS

Active Directory & Group Policy Administration Lab

- Deployed and administered a Windows Server 2022 Active Directory environment, managing Organizational Units (OUs), user accounts, security groups, Group Policy Objects (GPOs), and authentication policies.
- Implemented role-based access controls, delegated permissions, password policies, and account restrictions while troubleshooting user access and Group Policy issues.
- Document server configurations, administrative procedures, and access control policies to support system management and maintenance.

Docker Infrastructure & Systems Administration Environment

- Built and currently maintaining a multi-service infrastructure environment using Docker and Docker Compose hosting web applications, databases, monitoring platforms, and reverse proxy services.
- Configure Nginx, Apache, MariaDB, WireGuard VPN, Grafana, and Prometheus to support secure application hosting, monitoring, remote administration, and infrastructure visibility.
- Implement backup and recovery workflows using Acronis Cyber Protect, validating restore procedures to improve data protection and business continuity.
- Troubleshoot application, networking, authentication, database connectivity, and service availability issues while creating technical documentation and deployment procedures.

Proxmox Virtualization Lab

- Installed and configured Proxmox VE, deploying Windows Server 2022, Windows 11 Enterprise, and Ubuntu virtual machines for systems administration and networking labs.
- Provisioned and managed virtual machine resources including CPU, memory, storage, and networking configurations to support Windows and Linux workloads.
- Utilized snapshots and rollback functionality to safely test system configuration changes and recover lab environments during troubleshooting.
- Created Ubuntu VM templates to streamline deployment of additional Linux servers and support rapid lab provisioning.