

Don Sylvester

Honolulu, HI

maradona.sylvester@gmail.com

(443) 921 5454

Professional Summary

Cloud & Automation Engineer skilled in AWS, Infrastructure as Code, and AI-driven automation. Experienced in supporting enterprise migrations, optimizing cloud resources, and integrating modern tools (Python, Power Automate, Prompt Engineering) to improve reliability and reduce costs. Looking to drive innovation in cloud infrastructure and AI-enabled systems engineering.

Willing to relocate to: Louisa, VA - Maysville, KY

Work Experience

Field Support Specialist

Freshpoint (Sysco subsidiary)-Oahu Island, HI

July 2024 to Present

- Provided on-site hardware support for desktops, laptops, printers, and mobile devices, including setup, troubleshooting, and repair.
- Ensured network connectivity for local printers, copiers, and faxes; performed toner replacement and preliminary troubleshooting.
- Coordinated with Desktop/Laptop Support teams and mentored Support Specialist I associates.
- Managed IT equipment lifecycle: coordinated with corporate IT purchasing and oversaw proper disposal of retired assets.
- Participated in special projects, including workstation OS deployments, product evaluations, and roadmap planning.
- Delivered infrastructure leadership during Sysco M&A integration, consolidating systems across 3 islands with minimal downtime on 12-15 year-old equipment.
- Deployed Cisco networking & Workday ERP while resolving 100+ high-priority incidents in first 6 months.
- Maintained 100% audit readiness through effective procurement, licensing, and compliance management.

IT Systems Specialist II

GSI Service Group Inc-Honolulu, HI

September 2023 to June 2024

- Delivered client support for applications and services, resolving end-user issues through analysis, testing, and troubleshooting.
- Collaborated with other technology teams to resolve escalated incidents and ensure system reliability.
- Administered Microsoft 365 for 200+ users; automated workflows with Power Automate to boost productivity by 25%.
- Conducted patch management and security assessments, reducing vulnerabilities by 40%.
- Created technical documentation and knowledge base articles, driving 50% increase in self-service ticket resolution.
- Managed IT asset tracking and ticketing tools to improve visibility and ensure compliance with internal processes.

Level 1 Cloud Support Engineer

Cloudnexus-Remote

July 2022 to September 2023

- Provided first-line AWS support in an SLA-driven environment, resolving client incidents and escalating complex issues.
- Monitored AWS resources (CloudWatch), assisting in prevention of outages and performance bottlenecks.
- Supported migrations from on-prem to AWS with IAM policy setup, EC2 provisioning, and VPC configuration.
- Assisted clients with cost-awareness checks (rightsizing, reserved/spot instance recommendations).
- Gained hands-on experience in MSP operations and customer-facing cloud support.

Technical Support Engineer

The Howard Hughes Corporation-Honolulu, HI

November 2020 to July 2022

- Delivered first-level IT support for 600+ employees across laptops, phones, tablets, and AV equipment.
- Managed IT helpdesk tickets, ensuring timely resolution and escalation when required.
- Handled device provisioning and account administration, including onboarding/offboarding.
- Supported enterprise systems (O365, VPN, Salesforce, Adobe), reducing repeat support tickets by 25%.
- Assisted with network-related troubleshooting (LAN, WAN, Wi-Fi).
- Documented processes and ensured adherence to infrastructure security policies.

IT Help Desk Technician

Kennedy Krieger Institute-Baltimore, MD

June 2018 to 2020

- Provided Tier 1 IT support for staff and clinicians, troubleshooting hardware, software, and account access issues.
- Supported Windows and Microsoft Office environments, escalating complex cases as needed.
- Assisted with device provisioning, account setup, and ticket management in a fast-paced healthcare environment.
- Delivered excellent customer service while handling sensitive data in compliance with organizational policies.

Help Desk & Support Roles (Contract)

Various: Johns Hopkins, Sony PlayStation, Under Armour – MD/TX | 2017 – 2020

April 2016 to February 2018

- Provided Tier 1 technical support for enterprise and consumer environments.
- Assisted with MFA setup, Windows 10 migrations, and end-user troubleshooting.
- Built strong customer service and problem-solving foundation.

Education

Social Work (Associate's Degree)

CCBC Essex

January 2014 to December 2014

Skills

- Research
- SCCM
- Network protocols
- Prompt engineering
- JAMF
- Microsoft 365 (Teams, SharePoint, Power Automate)
- SFTP
- Citrix
- SQL
- DHCP
- Exchange
- IT support
- VMware
- Kaseya
- Active Directory
- Network administration
- SMTP
- Mechanical knowledge
- Operating systems
- Schematics
- Problem management
- MFA
- SharePoint
- VoIP
- PowerShell
- Analysis skills
- AWS (EC2, S3, Lambda)
- Java
- SSL/TLS
- VPN
- Infrastructure as Code
- Firewalls
- Okta
- Cisco
- Power BI
- LAN
- HTML5
- Azure

- TCP/IP
- Web & Application Development
- Routing protocols
- Python
- DNS
- HTTPS

Links

<https://donsylvester.dev/>

<https://linkedin.com/in/maradona-sylvester>